Provider contractual breachesabout one patient

Non-contractual quality issue about one patient.

**Issue identified by GP**

**Step 1**: GP sends details directly to provider.

**Step 2**: GP sends CCG notification letter via QAS.

**Do not attached any documents with patient identifiable**

**Step 1**: GP sends contractual breach letter to local trust/provider **email ONLY (see contacts below)**

GP to report on NRLS if a patient safety incident

**Step 2**: GP completes QAS form to alert the CCG.

**Do not attached any documents with patient identifiable information**.

Trust/provider to apply any specific learning to service and feedback outcome to GP

CCG logs systemic or themed issue. Depending on type of issue it will be raised at trust/provider CQRGs or contract meeting.

Trust responds to GP. Resolved / not resolved

**Clinical risk or patient safety issues identified and raised at CCG Clinical Quality Review Groups (CQRGs)**

**Contractual breaches raised at trust**

**Contract meeting**

**No further action required**

**Informal review**

**Trust PALS and contractual breach contacts for GPs:**

|  |  |  |
| --- | --- | --- |
| **Trust** | **PALS email** | **Contractual breach email** |
| Moorfields Eye Hospital | [moorfields.pals@nhs.net](mailto:moorfields.pals@nhs.net) | [moorfields.healthprofessionals@nhs.net](mailto:moorfields.healthprofessionals@nhs.net) |
| Camden & Islington FT | [feedback@candi.nhs.uk](mailto:feedback@candi.nhs.ukt) | [governanceandquality.assurance@nhs.net](mailto:governanceandquality.assurance@nhs.net) |
| Royal Free Hospital | [rf.pals@nhs.net](mailto:rf.pals@nhs.net) | rf.gpliaison@nhs.net |
| University College London Hospital | [pals@uclh.nhs.uk](mailto:pals@uclh.nhs.uk) | [uclh.gpqueries@nhs.net](mailto:uclh.gpqueries@nhs.net) |
| The Whittington Hospital | [whh-tr.WhittHealthPALS@nhs.net](mailto:whh-tr.WhittHealthPALS@nhs.net) or  [cim-tr.gpfeedback@nhs.net](mailto:cim-tr.gpfeedback@nhs.net) | [whh-tr.WhittHealthPALS@nhs.net](mailto:whh-tr.WhittHealthPALS@nhs.net) |
| North Middlesex University Hospital | [northmid.pals@nhs.net](mailto:northmid.pals@nhs.net) | TBC |
| Royal National Orthopaedic Hospital | rnoh.pals@nhs.net | [rnoh.commissioning@nhs.net](mailto:rnoh.commissioning@nhs.net) |
| London Central & West Unscheduled Care Collaborative (NHS 111 provider) |  | [lcw.feedback@nhs.net](mailto:lcw.feedback@nhs.net) |