

30 September 2020

## Briefing Channel for submitting GP Feedback

BSW CCG welcomes feedback from colleagues in primary care and now has a dedicated GP feedback email address for GP practices across BaNES Swindon & Wiltshire to raise themes and concerns about providers or services that affect our patients.

When we receive feedback we liaise with commissioning teams and providers to ask them to review the issues raised and provide a response to our primary care colleagues, advising and helping to resolve this where possible.

Generic feedback, compliments and concerns regarding commissioned services can be submitted via this communication channel. We will track queries to identify themes or trends and to work with our partners to inform continued quality improvement.

If your feedback relates to the care of a specific patient, please be aware the CCG is unable to receive patient identifiable information without appropriate consent being in place from the patient or person involved. This also includes sharing attachments to emails such as letters, discharge summaries etc. We can offer advice to you if there is a need to pursue particular patient issues.

The dedicated email address is [BSWCCG.GPfeedback@nhs.net](mailto:BSWCCG.GPfeedback@nhs.net) and is administered by the CCG's PALS and Complaints Team. In the first instance we would encourage GP's to discuss their concerns or queries with the service directly, however if additional support is needed, the PALS and Complaints Team will follow the process outlined below:

- The email will be acknowledged within 3 working days
- The feedback is logged on a database in order to track trends
- The feedback will be shared with the provider and/or commissioner
- The aim is for a response to be shared with the GP practice within 14 working days

LMC (Local Medical Council) or Standard Hospital Contract breaches can also be submitted via this channel; the team will follow the same process as other feedback to ensure it is raised appropriately.

If you have any queries relating to the GP feedback process, please contact the PALS & Complaints Team via [BSWCCG.GPfeedback@nhs.net](mailto:BSWCCG.GPfeedback@nhs.net) who will be able to assist you.

Please note that *this does not replace the mandatory incident reporting process via the National Reporting and Learning System*. That route remains the appropriate avenue to share concerns and report patient safety incidents relating to your practice, or those the practice identifies as the responsibility of another provider. A log of an incident can be made via this link [https://report.nrls.nhs.uk/GP\\_eForm](https://report.nrls.nhs.uk/GP_eForm). Each submission is reviewed by the Quality Team. For further advice or assistance and to talk about what and how to report, you can contact them at [bswccg.quality.primarycare@nhs.net](mailto:bswccg.quality.primarycare@nhs.net).