

Briefing to GPs re: outpatient letters backlog 9. December 2020

- **Background**

This is an update to GPs in south east London about Lewisham and Greenwich NHS Trust's (LGT) action plan re: the backlog of outpatient clinic letters between 1 May and 15 September 2020. All these letters have now been delivered to GP practices by the Trust as of 20 October.

- **Raising concerns by email**

To raise concerns or request information about your patients, please contact LGT's dedicated email address for this issue: lg.letters@nhs.net. All responses will be overseen by LGT's Deputy Medical Director and Medical Director, and LGT will respond to queries during normal office hours within a day. The email address will remain in place until further notice.

As previously advised, the oversight group for this issue agreed to close the dedicated GP enquiry line, due to the lack of calls from GP practices.

- **Update on harms review**

LGT has now reviewed 43% of the letters and found no Serious Incidents (SIs) and no cases of harm. Where actions relating to patients' care have not been carried out, LGT is calling the patients to apologise and then following this up with a written letter.

The harms review is being overseen by an oversight group, led by Dr Angela Lennox, Deputy Medical Director for NHSE/I.

- **NHS Digital external review**

NHS Digital is currently carrying out an external review of how Lewisham and Greenwich NHS Trust sends information to GPs, to provide external assurance that that the issues have all been fully resolved, and ensure that lessons have been learned and the Trust is meeting best practice. As part of this review, NHS Digital is liaising with the LMC and with the CCG's GP clinical leads, as well as with Lewisham and Greenwich NHS Trust.