

# Primary Care Clinicians' User Guide: NEL Service Alerts

## What is a Service Alert?

A service alert is one way in which a primary care clinician provides feedback around services to drive systemic improvements in patient care in services provided primarily by Barts Health NHS Trust, but also East London Foundation Trust (ELFT), BHRUT, North East London Foundation Trust (NELFT), Homerton and other smaller providers.

## How do clinicians raise a Service Alert?

For EMIS users to raise a service alert, the primary care clinician will:

1. Access the corresponding patient file via EMIS
2. Search for 'Service Alert' form in EMIS Resource Publisher
3. Complete all the fields within form and save.
  - Consent: Service Alert Forms will not be rejected if left incomplete on the basis of legitimate interest.
  - Request for further information: A response is required within 2 weeks of request. If no response is received, the Practice will be notified of the closure of the alert via email.
4. Download the completed 'Service Alert' form
5. Send the completed form to [nelondonicb.welservicealerts@nhs.net](mailto:nelondonicb.welservicealerts@nhs.net), which will be forwarded to the relevant provider
6. The provider has 13 working days to respond directly to the primary care clinician

For SystmOne users to raise a service alert, the primary care clinician will:

1. Access the corresponding patient file via SystmOne
2. Right click on 'Referrals'
3. Select 'New Word Referral'
4. Fill in the destination box
5. Click on 'Create Document' via the 'Communication and Letters' tab
6. Search and select 'Service Alert' form
7. Complete and download the form
7. Send the completed form to [nelondonicb.welservicealerts@nhs.net](mailto:nelondonicb.welservicealerts@nhs.net)
8. The provider has 13 working days to respond directly to the primary care clinician

## What information is required to raise a service alert?

The 'Service Alert' form is easy to use and will allow auto-population of most fields i.e. NHS number. Primary care clinicians should provide a clear, concise summary of the concern that can be investigated.

## What happens if there is information missing?

If there is missing information or additional information required, NEL ICB will send a request via email to the practice. However, if no response is received within two weeks, NEL ICB will consider that the service alert has been withdrawn. The practice will be notified via email.

## What information should not be included in a service alert?

- Please avoid emotive comments
- Please do not include names of healthcare professionals

- Except for NHS numbers, please do not include Patient Identifiable Data (PID) such as names, addresses, dates of birth
- Please do not include photos

### **Who can raise a Service Alert?**

A primary care clinician

### **When can I expect to receive a response?**

Typically, within 13 working days.

### **What is the process for querying a response?**

1. Create an email highlighting the reasons for the query
2. Respond directly to the provider's response email address and copy in [nelondonicb.welservicealerts@nhs.net](mailto:nelondonicb.welservicealerts@nhs.net)
3. The Provider should respond within an additional 13 working days

### **How do I know if this is the appropriate route to use to raise a concern?**

The criteria for a service alert are:

- Non-urgent issue
- Systemic issue
- Patient-specific
- Occurred within the last 12 months
- Related to services commissioned by NEL ICB

*If the concern does not fit the above, please see guidance below.*

### **Concerns that do not fit Service Alert criteria**

If the concern does not fit the Service Alert criteria, the concern should be directed to the most appropriate recipient.

Please see below for alternate contacts:

#### **Safeguarding concerns:**

If you wish to contact safeguarding leads within the ICBs for adults or children, please contact the following:

- **Barking and Dagenham, Havering and Redbridge:** Designated Nurses Adult Safeguarding email: [nelondon.bhrsafeguarding@nhs.net](mailto:nelondon.bhrsafeguarding@nhs.net)
- **Barking and Dagenham, Havering and Redbridge:** Designated Nurses Safeguarding Children: [nelondon.bhrsafeguardinglac@nhs.net](mailto:nelondon.bhrsafeguardinglac@nhs.net)
- **City and Hackney:** Mary O'Reardon (email: [m.o'reardon@nhs.net](mailto:m.o'reardon@nhs.net)) and Amy Wilkinson (email: [amy.wilkinson@hackney.gov.uk](mailto:amy.wilkinson@hackney.gov.uk))
- **Tower Hamlets, Newham and Waltham Forest:** [NEWCCG.WelSafeguardingTeam@nhs.net](mailto:NEWCCG.WelSafeguardingTeam@nhs.net)

#### **Service Alerts (NCL)**

[gands.camdenccg@nhs.net](mailto:gands.camdenccg@nhs.net)

### **Barts Health 2WW Queries**

Email [Bhnt.waitingtimesinfo@nhs.net](mailto:Bhnt.waitingtimesinfo@nhs.net) (Mark as Urgent)

### **Barts Health Advice & Guidance Queries**

Email [nelondon.tnwccgs.e-rsqueries@nhs.net](mailto:nelondon.tnwccgs.e-rsqueries@nhs.net)

[Barts Estate Queries](#) (i.e. light bulb not working)

Email [efmgovernance.bartshealth@nhs.net](mailto:efmgovernance.bartshealth@nhs.net)

### **Barts Health Royal London Hospital Gynaecology**

Email [bartshealth.rlh.gynaeadmin@nhs.net](mailto:bartshealth.rlh.gynaeadmin@nhs.net)

Delays in Bereavement follow-up for pregnancies complicated by fetal conditions contact: Fetal medicine - [bhnt.rlhfm@nhs.net](mailto:bhnt.rlhfm@nhs.net)

ELFT Tower Hamlets CAMHS service: [elt-tr.CAMHSTowerHamletsDuty@nhs.net](mailto:elt-tr.CAMHSTowerHamletsDuty@nhs.net)

CAMHS ELFT website where all the MH directorate contact details for this service can be found: <https://www.elft.nhs.uk/camhs>

Tower Hamlets MHCOP service, please send it to [elft.th-mhcop-spe@nhs.net](mailto:elft.th-mhcop-spe@nhs.net) . The team can also be contacted on tel 0203 738 7000.

**SINGLE POINT OF ACCESS MSK:** [Thgpcg.spa@nhs.net](mailto:Thgpcg.spa@nhs.net) / 03000335000

Bart's Health Royal London Ortho admin inbox - [bhnt.tandopcc@nhs.net](mailto:bhnt.tandopcc@nhs.net)

**TNW COMMUNITY ENT CLINIC - <https://www.comunitasclinics.nhs.uk/contact-us/>**

**Barts Health NUH referral number ambulatory care service is 07927 683241**

**Barts Health RLH Urology schedulers (For surgical queries) - 0203 594 6254.**

**Bart's Health RLH Urology secretaries - 0203 594 2694 / [bhnt.urology.rlh@nhs.net](mailto:bhnt.urology.rlh@nhs.net)**

**Barts Health ENT RLH - [bartshealth.entpccs@nhs.net](mailto:bartshealth.entpccs@nhs.net)**

**Comely Bank Clinic – Community Dermatology [nelondon.santecare@nhs.net](mailto:nelondon.santecare@nhs.net)**

**Barts Health Hepatology - [Bartshealth.hepatology.services@nhs.net](mailto:Bartshealth.hepatology.services@nhs.net) or calling 02035946503 or 02035946765.**

### **NELFT urgent issues**

Email [Nem-tr.wfadultchsreferrals@nhs.net](mailto:Nem-tr.wfadultchsreferrals@nhs.net) (Mark as Urgent)

Waltham Forest ICD [WalthamForestICD@nelft.nhs.uk](mailto:WalthamForestICD@nelft.nhs.uk)

### **ELFT urgent issues**

<https://www.elft.nhs.uk/service/339/Single-Point-of-Access---Newham>

ELFT Mental Health - [Elft.mhambertalertselft@nhs.net](mailto:Elft.mhambertalertselft@nhs.net)

**Other:**

**Homerton** - [huh-tr.qualityandrisk@nhs.net](mailto:huh-tr.qualityandrisk@nhs.net)

**C&H Quality Inbox** - [nelondon.cahquality@nhs.net](mailto:nelondon.cahquality@nhs.net)

**North Middlesex Hospital** - [HARCCG.Qualityalerts@nhs.net](mailto:HARCCG.Qualityalerts@nhs.net)

**UCLH**- [Uclh.gpqueries@nhs.net](mailto:Uclh.gpqueries@nhs.net)

**Tavistock** - [Tpn-tr.chpcs@nhs.net](mailto:Tpn-tr.chpcs@nhs.net)

**Holly House Hospital** - [holly.cosmetic@theholly.com](mailto:holly.cosmetic@theholly.com) or [Carly.Jones@theholly.com](mailto:Carly.Jones@theholly.com) (mark URGENT)

**BHRUT Complaints**- [bhrut.complaints@nhs.net](mailto:bhrut.complaints@nhs.net)

**Tower Hamlets GP Care Group Complaints** – [thgpcg.complaintsandfeedback@nhs.net](mailto:thgpcg.complaintsandfeedback@nhs.net)

**Redbridge NELFT** – [RedbridgeGPAalerts@nelft.nhs.uk](mailto:RedbridgeGPAalerts@nelft.nhs.uk)

**Barts Health IT Department** - [escalations@nhs.net](mailto:escalations@nhs.net)

**DMARD prescribing** - [bhnt.rheumatology@nhs.net](mailto:bhnt.rheumatology@nhs.net)

**Circle Health (formerly BMI)** - [lihpatientfeedback@circlehealthgroup.co.uk](mailto:lihpatientfeedback@circlehealthgroup.co.uk)

**Tower Hamlets EMIS IT Support** – **03300241270**

**Royal Marsden Hospital** - Complaints Manager, available on 020 7811 8186 or [complaints@rmh.nhs.uk](mailto:complaints@rmh.nhs.uk).

**NEL CCG Complaints**

<https://northeastlondonccg.nhs.uk/contact-us/advice-compliments-complaints/>

**BHR GP ALERTS:** [bhrut.suireports@nhs.net](mailto:bhrut.suireports@nhs.net) / [janet.bartlett@nhs.net](mailto:janet.bartlett@nhs.net)

Lead Commissioner/Private Organisations	Name of Provider	Contact Name	Complaints Contact Details	Response Timeframes
North East London	Barts Health NHS Trust	Central Complaints Team	<a href="mailto:BHNT.centralcomplaints@nhs.net">BHNT.centralcomplaints@nhs.net</a>	13 working days
	Barking, Havering and Redbridge University Hospitals NHS Trust (BHRUT)	GP Liaison Manager	<a href="mailto:bhr-tr.gpchat@nhs.net">bhr-tr.gpchat@nhs.net</a>	
	East London NHS Foundation Trust (ELFT)	Community Services Complaints Team	<a href="mailto:elft.amber-alerts-bchs@nhs.net">elft.amber-alerts-bchs@nhs.net</a>	13 working days
	East London NHS Foundation Trust (ELFT)	Mental Health Complaints Team	<a href="mailto:elft.mhamberalertselft@nhs.net">elft.mhamberalertselft@nhs.net</a>	13 working days
	Homerton Healthcare NHS Foundation Trust	Quality and Patient Safety Team	<a href="mailto:huh-tr.qualityandrisk@nhs.net">huh-tr.qualityandrisk@nhs.net</a>	25 working days
	North East London NHS Foundation Trust (NELFT)	NELFT Central Complaints Team	<a href="mailto:nelft.complaints@nelft.nhs.uk">nelft.complaints@nelft.nhs.uk</a>	13 working days
Communitas	Communitas Clinic - TNW Community ENT Service	Complaints Team	<a href="mailto:swlicb.communitas.complaints@nhs.net">swlicb.communitas.complaints@nhs.net</a>	20 working days
Holly House	Holly House Hospital	Complaints Team	<a href="mailto:holly.cosmetic@theholly.com">holly.cosmetic@theholly.com</a>	20 working days
Spire Healthcare	Spire Healthcare	Complaints Team	<a href="mailto:patientcomplaints@spirehealthcare.com">patientcomplaints@spirehealthcare.com</a>	21 working days
Circle Health Group	The London Independent Hospital	Quality and Patient Safety Team	<a href="mailto:lihpatientfeedback@circlehealthgroup.co.uk">lihpatientfeedback@circlehealthgroup.co.uk</a>	20 working days
North Central London	Barnet and Enfield MH Trust	Quality and Patient Safety Team	<a href="mailto:gands.camdenccg@nhs.net">gands.camdenccg@nhs.net</a>	
	Moorfields			
	North Middlesex University Hospital			
	Royal Free Hospital			
	Tavistock and Portman Trust			
	Royal National Orthopaedic hospital			
	Whittington Health			
	University College London			
South West London	Croydon Health Services NHS Trust	Quality and Patient Safety Team		
	Epsom and St Helier University Hospitals NHS Trust			
	Kingston Hospital NHS Foundation Trust			
	St George's University Hospitals NHS Foundation Trust			
Mid & South Essex	Basildon and Thurrock University Trust	Complaints Team		