

Please use this form to raise a quality issue about a provider of NHS patient care. Please give as much detail as possible. **Please do not use AccuRx when emailing the ICB as it includes too much patient identifiable information.**

Name of organisation	Please email this form to the relevant email below
Barking, Havering and Redbridge University Trust (BHRUT), including: Queen's Hospital King George Hospital	bhrut.gpliaison@nhs.net
Barts Health	Tick box list Royal London Hospital / Mile End Hospital rlhcomplaints.bartshealth@nhs.net Newham Hospital (NUH) bartshealth.nuhcomplaints@nhs.net Whipps Cross Hospital (WXH) wxhgovernance.bartshealth@nhs.net St. Bartholomew's Hospital (SBH) sbhcomplaints.bartshealth@nhs.net
East London Foundation Trust (ELFT)	Tick box list Community Health Services (TH and Newham): elt-tr.ELFTAmberAlerts@nhs.net Mental Health Services – elft.mhamberalertsselft@nhs.net
Homerton Healthcare	Email huh-tr.qualityandrisk@nhs.net
North East London Foundation Trust (NELFT)	Email GPQualityAlerts@nelft.nhs.uk
Other Provider Please send via practice email, not AccuRx. This means sharing <u>only</u> the patient/s NHS number with the ICB. By sharing this form with NEL ICB, you agree to comply with the Data Protection Agreement (DPA) on the NEL ICB Primary Care Portal. If you don't know who the provider is, send to ICB.	Provider name (if known) – free text field Email nelondonicb.qualityalert@nhs.net

Name of organisation	Please email this form to the relevant email below
Urgent (response in 15 working days) Not urgent (response in 25 working days)	Tick box Tick box
Date completing the form	Short date letter merged
NHS number	NHS Number
GP practice	Organisation Name
Name of person raising the alert	Current User
Practice contact details Generic practice email	Tel: Organisation Telephone Number Generic Email: practice generic email address
Which Borough do you work in? Tick box list	Barking and Dagenham City of London Hackney Havering Newham Redbridge Tower Hamlets Waltham Forest
Please tell us about the quality issue Please include discipline / specialty, dates relevant to this episode Please be clear about your question, what you would like to see in the response, and the outcome you would like to see	

You will get an **acknowledgement within three working days.**

Urgent issues should get a response in 15 working days. Non-urgent issues should get a response in 25 working days. If your response is delayed, you will get an update.

You can escalate issues and responses to the ICB at nelondonicb.qualityalert@nhs.net, but only use the patient's NHS number when emailing the ICB – please remove all other patient identifiable data like DoB.

FAQs and links to Trust websites for specific services like 2WWs are available on the quality alert section of the NEL ICB primary care portal for a more urgent issue in cases where you cannot wait 15 days for a response: [Quality Alerts – North East London](#)

Trust Response – for Trust use only	
Please include learning and action taken:	
Contact for further information:	(Provider to put in - free text)