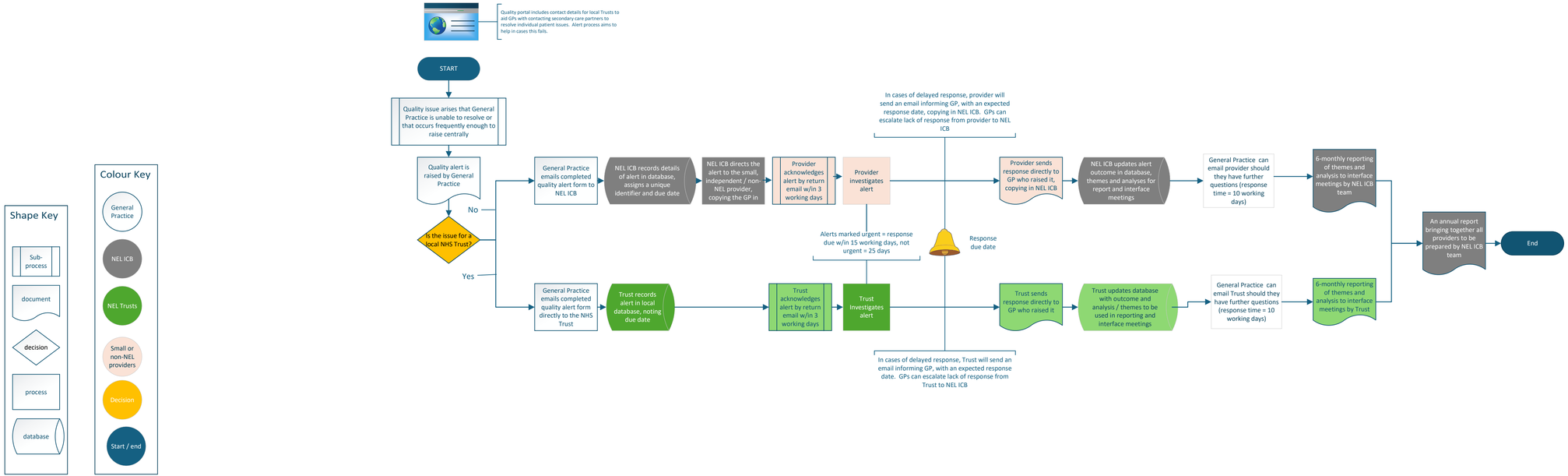
Shape Key
Sub-process
document
decision
process
database
Colour Key
General Practice
NEL ICB
NEL Trusts
Small or non-NEL providers
Decision
Start / end
Quality portal includes contact details for local Trusts to aid GPs with contacting secondary care partners to resolve individual patient issues. Alert process aims to help in cases this fails.
START
Quality issue arises that General Practice is unable to resolve or that occurs frequently enough to raise centrally
Quality alert is raised by General Practice
Is the issue for a local NHS Trust?
No
Yes
General Practice emails completed quality alert form to NEL ICB
NEL ICB records details of alert in database, assigns a unique identifier and due date
NEL ICB directs the alert to the small, independent / non-NEL provider, copying the GP in
Provider acknowledges alert by return email w/in 3 working days
Provider investigates alert
In cases of delayed response, provider will send an email informing GP, with an expected response date, copying in NEL ICB. GPs can escalate lack of response from provider to NEL ICB
Alerts marked urgent = response due w/in 15 working days, not urgent = 25 days
Response due date
Provider sends response directly to GP who raised it, copying in NEL ICB
NEL ICB updates alert outcome in database, themes and analyses for report and interface meetings
General Practice can email provider should they have further questions (response time = 10 working days)
6-monthly reporting of themes and analysis to interface meetings by NEL ICB team
General Practice emails completed quality alert form directly to the NHS Trust
Trust records alert in local database, noting due date
Trust acknowledges alert by return email w/in 3 working days
Trust Investigates alert
In cases of delayed response, Trust will send an email informing GP, with an expected response date. GPs can escalate lack of response from Trust to NEL ICB
Trust sends response directly to GP who raised it
Trust updates database with outcome and analysis / themes to be used in reporting and interface meetings
General Practice can email Trust should they have further questions (response time = 10 working days)
6-monthly reporting of themes and analysis to interface meetings by Trust
An annual report bringing together all providers to be prepared by NEL ICB team
End