



UHNM GP HELPLINE.

It is clear that GP practices are struggling to obtain the information they need from UHNM to ensure safe and efficient patient care.

Therefore we have reviewed our current arrangements, and in order to ensure a prompt and efficient response to GP queries we ask that practices who have any queries about their patient's hospital care, send these to gphelpline@nhs.net. Please only provide the patient's NHS number (do not include any patient identifiable data) and a concise summary of the issue. This email address is for routine patient enquiries and will be manned Monday-Friday. Queries will be forwarded to the relevant department and responses monitored and audited.

Practices should expect a reply within 3-5 working days.

Urgent queries cannot be managed through this system. Urgent queries regarding patient care should not be directed through this email, but managed through current channels.

UHNM GP Enquiry

gphelpline@nhs.net

- Missing information following investigations, out-patient contact or in-patient stay
- To question or clarify treatment proposed by hospital clinician
- To remind consultant re need for (planned) follow-up/patient lost to follow up

UHNM Patient Enquiry*

patientadvice.uhnm@nhs.net

01782 676450/676455

- Hospital investigations (planned and undertaken)
- Hospital treatment
- Hospital appointments
- Direct hospital communication with patients (e.g. clarification of information within discharge letters)

GP to action within practice

- Patient queries regarding GP activity
- GP routine investigations
- GP routine treatment
- Medication concerns
- GP non-urgent referrals/hospital appointments

* if patient is vulnerable, the practice should contact PALS on the patient's behalf..

