

SUMMER/AUTUMN 2022



COMING IMMINENTLY:

Standard Operating Procedure for Improving Communication between External Users and General Practices

*SOP Title: Task Allocation within Clinical Systems and Improving Communication Flow
between System Partners... **WATCH THIS SPACE***

What this means for Clinicians in Primary Care:

- 1) External Partners are being asked to:
 - a) **RING** if a matter is urgent (ie response needed by end of next working day)
 - b) Send all tasks to a new universally named task box named "External Tasks to GP Practice" which every S1 practice will create, or email to the Generic Practice Email address (EMIS)
 - c) All written Tasks (S1) / Emails (EMIS) must include contact details of individual sender and alternative contact in case clarification required

(NOTE: Some S1 practices will have created a task rule to move any messages on to the practice team who will be managing the tasks. If your practice is set up like this, the task **WILL NOT** sit in the new box as it will have passed through to the team who usually manage your tasks)

- 2) External Partners are being asked to use the **SBARC** structure
(**Situation, Background, Assessment, Recommendation / Request, Contact details**) to format their communications. We would also ask for you to do the same in your communications.

If you have any questions, please email ddicb.primarycarequalityteam@nhs.net
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