



GP Feedback and Alert Pathway (new EMIS form) FAQs for General Practice

1. What is the purpose of this new form?

This new pathway and **EMIS form** provides a single, improved way for GPs to raise concerns to secondary care without chasing. This means:

- It is quick / easy to flag inappropriate requests/workload transfer via an **EMIS form**
- You get feedback, tracking and reminders automatically
- Automatic escalation of unresolved feedback/alerts – no need to chase

2. Does it replace Quality Alerts and clinical emails to GP liaison?

Yes. This is safer than sending an email which can be missed and avoids unnecessary emails from providers asking for patient details for Quality Alerts. This is now the standard route for raising:

- **Feedback**
- **GP Alerts**
- **Patient safety events**

Secondary care providers have committed to a clear internal escalation process so that if there has still not been a response from the service it will be escalated directly to the medical director.

3. How do I decide whether to submit Feedback vs Alert vs Patient Safety Event?

This will involve **clinical judgement** but:

Default → **Feedback**

- Inappropriate or non-contractual requests (eg. onward referral for related/urgent condition, transfer of care, no fit note)
- Likely awareness / training issue
- No immediate risk of harm

Consider GP Alert if:

- Problem is recurring
- Multiple patients affected
- Issue occurring across multiple specialties
- Actual or risk of low-level harm**

Choose Patient Safety Event if:

- Potential or actual moderate/severe harm**
- A formal investigation is required
- A delay or action has materially affected patient safety

**Refer to [national definitions](#)

For examples see <https://gps.northcentrallondon.icb.nhs.uk/gp-feedback-and-alert-system>

4. Can I use this for all providers?

Yes, both inside and outside NCL. For any other provider not listed on the form, please write their name in the “Other” section of the form and it will be forwarded.

The only **exclusions** are:

- Dentists,
- Optometrists and
- Community pharmacists

You will need to contact them individually.

5. Where can I find the form on EMIS?

Documents → NCL Global → GP Feedback & Alert

6. How do I submit the form?

- Check you've filled out all the required fields (marked *) otherwise the form will be returned.
- Email the completed form to 93capp.clinicalalerts@nhs.net
- Send **as Word document** or via **Accumail (Accurx)** — **Do NOT send as PDF** → *automated system can't read so will bounce back*
- Attach any additional documents to the same email (PDFs allowed)

Recommended → send using Accurx / [Accumail](#) so that:

- Email auto-populates
- Receipt of submission is saved in EMIS

After sending you will receive an acknowledgement email with all the details of the concerns raised.

7. Why do you need my GMC number?

- Clinical judgement is needed to decide on appropriate escalation level (ie feedback / alert / patient safety event)
- Feedback/alerts are part of a *clinical* conversation and if there is no response within 25 working days, will be escalated to the Medical Director
- Reduces submission of vexatious or inappropriate alerts

Practice staff can submit concerns, but GPs are responsible for ensuring the content is clear and clinically appropriate.

Other practice clinical staff such as pharmacists or AHPs should provide their respective registration numbers

8. Do I need patient consent to submit feedback or an alert?

No. If you want to share what you've submitted you can forward the acknowledgement email directly to the patient.

9. Will patients be able to see this in the NHS App?

The form is saved in EMIS so patients may be able to see it in the NHS App.

If your practice prefers this not to be visible, save the document using your usual "not visible to patient" workflow (see [how to video](#)).

10. How do I submit an alert for multiple patients about the same issue?

Complete an alert form for one of the patients and specify when you give details that the issue relates to multiple patients.

11. Is there anything else I need to do to prepare for the new form?

Make sure your practice manager and admin team understand there is a new form and know they need to forward any emails promptly to the reporter (the name will be visible at the top of the email)