

# GP Feedback & Alerts – quick guide on when to raise a concern?

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A quick guide to translating the NCL Primary–Secondary Care Consensus into day-to-day decisions

## Ask yourself 3 quick questions:

### 1. Am I being asked to do something another service should do?

- Chasing results requested by another service
- Organising tests for ongoing hospital care
- Referring for urgent or time-critical conditions

If **yes** → Raise it

### 2. Is clinical responsibility unclear or being transferred inappropriately?

- No clear plan for follow-up or results
- Uncertainty about who is responsible for next steps
- Asked to prescribe or act without sufficient information

If **yes** → Raise it

### 3. Is this affecting patient safety or creating avoidable system inefficiency?

- Delays, missing information, or unclear communication
- Recurrent issues impacting on patient care or workload

If **yes** → Raise it

## Usually NOT appropriate to raise if:

- Minor administrative issues with no impact on patient care
- Differences in clinical opinion within reasonable practice
- Issues already resolved through local discussion

If **unsure**: raise as **Feedback** — **highlighting an issue** supports safer care

## What good feedback looks like:

- Be clear and specific about the issue
- Focus on processes and responsibilities (not individuals)
- Describe what happened and the impact on patient care

## Key principle:

The clinician who requests a test or **initiates treatment** is responsible for managing it and any follow-up.

Find the form in EMIS → Documents → NCL Global → GP Feedback & Alert form