



## GP FEEDBACK & ALERT PATHWAY

### Tips for completing the GP Feedback & Alert Form in EMIS

The form can be found in EMIS: Documents → NCL Global → GP Feedback & Alert

#### Walk-through of the EMIS Form:

1. Initial pop-up asks for:
  - a. GP name
  - b. GP GMC number
  - c. Name of reporter (if not GP)

When form opens, complete all sections marked \* (*otherwise it will be automatically sent back by the system*)

2. Select **one** provider from dropdown list. If provider is not on the list, add name to “Other” section
3. Provide the name of the specialty/service (**optional** to provide consultant name or speciality/service email)
4. Select the tick-boxes that apply to the nature of your concern(s) from the list provided
5. Provide the details of your concern(s) in the **free text box**
6. Select **one** option to state what action the specialty/service needs to take.
7. Select **one** option to state how you would like your concern(s) submitted (i.e. **Feedback**, **GP Alert** or **Patient Safety Event**)
8. ‘Save & close’ form into EMIS records. If you do not want the form to be visible in the patient records, please save the document using your usual “not visible to patient” workflow (see [how to video](#))
9. Email completed form to [93capp.clinicalalerts@nhs.net](mailto:93capp.clinicalalerts@nhs.net)  
Send as **Word document** or via **Accumail (Accurx)** — **do NOT send as PDF**
10. Attach any additional documents to the same email (PDFs allowed)

**After submitting:**

Within 5–10 minutes of submitting the form, a confirmation email will be sent to your GP practice mailbox. This email will either:

- Confirm that your submission has been received successfully, or
- Explain any errors in the form and what needs to be corrected.

If your submission is rejected, re-open the saved form, complete the missing information, and resend it to [93capp.clinicalalerts@nhs.net](mailto:93capp.clinicalalerts@nhs.net)

You will also receive an automatic reminder email:

- After **10 working days** (for **Feedback** or **GP Alert**), or
- After **60 working days** (for **Patient Safety Event**)

The reminder will ask you to click a button to confirm whether you have received a response.