



Londonwide LMCs

The professional voice of London general practice

NHS England asking practices to complete its records on possible patient harm due to correspondence lost by Shared Business Services.

NHS England are say 30% of practices in England have yet to respond to their request to provide details of whether any patients may have come to harm due to the loss of correspondence by NHS Shared Business Services. Practices will be paid for the time spent checking their records, those who complete the exercise in March and May should expect payment by the end of September if they have not already received it.

NHS England have passed details of the practices who have yet to respond to their heads of primary care and to clinical commissioning groups. All practices should respond, even if just to say that they do not believe any patients may have come to harm. The initial ask for information went to practices in December 2016, with further communications in March and May 2017.

NHS England say that all cases of potential harm are now being reviewed by their GP national Clinical Directors to confirm whether further clinical review is required. They are contacting practices to obtain patient details and can offer practices support if required. They also have the option of asking local area teams to assist with providing information in recognition of workload placed on practices.

The dedicated phone line and email address for the incident team are 0800 028 9723 and england.sbsincident@nhs.net.