



Kent Local Medical Committee

Supporting list based personalised care, the partnership model and meaningful collaboration

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Kent Local Medical Committee acts as the official democratic representative voice of Kent General Practitioners. The LMC is a committee of general practitioners elected on a constituency basis by local GPs. We have received numerous complaints regarding NHS patients seen by private providers.

General Practice in Kent and Medway is currently under enormous pressure, providing 805,000 appointments in June 2022, equivalent to 1 in 2 of the population in Kent and Medway having an appointment in General Practice in June. Many of these appointments are due to having to manage an inappropriate shift of work from secondary care to GPs.

Since the amendment to the NHS Standard Contract in April 2016, there is now a requirement on hospitals to change traditional behaviours. This includes private providers seeing NHS patients. The following changes are included in the contract:

- Stopping hospitals adopting blanket policies under which patients who do not attend an outpatient clinic appointment are automatically discharged back to their GP for re-referral (this wastes an estimated 15 million GP appointments per year).
- Enabling hospital onward referral to and treatment by another professional within the same provider for a related condition, without the need to refer back to the GP.
- Requiring hospitals to notify patients of the results of clinical investigations and treatments in an appropriate and cost-effective manner; e.g., telephoning the patient. GPs should not therefore be inappropriately used to relay to patients results of tests generated by hospital clinicians.
- Timely clinic letters to GP practices, no later than 14 days after the appointment but preferably by electronic transmission within 24 hours of discharge.
- Provide any acute prescriptions, fit notes or test request forms recommended by the specialist, directly to the patient

Please see the attached poster Kent LMC have supplied to practices, informing patients of what to expect when referred. We would be grateful if you could ensure all your clinicians are following these contractual requirements.

Yours Sincerely

Dr Andy Parkin
Medical Director



What to Expect from
your Hospital Appointment

The letter was sent to the following Private Providers of HNS Services:

Benenden Hospital Trust
CHG Chaucer
Horder Healthcare
KIMS
Nuffield Health
One Ashford Healthcare
Practice Plus Group
Spencer Private Hospitals
Spire Healthcare