Insert Commissioner Details

Email address –

Telephone Number –

Strictly Private & Confidential

Dr XXXXX

XXXX XXXXX Health Centre

XXXXX

XXXXX

XXX XXX

Insert Date

Dear Dr XXXXXX

Re: Joint Clinical and Practice Review Visit – Week commencing ddd / dd / mmm / yyyy

Insert Commissioner Details has a duty to ensure primary care performers comply with their contractual obligations and offer services that meet the requirements of their contract. This includes ensuring primary care providers offer safe, appropriate, timely and high quality care and it is therefore necessary to have robust assurance processes in place.

Concerns have been raised with us regarding your practice and we would also like to undertake a joint clinical and practice review as recommended by XXXX

The proposed date/time for the visit is Wednesday XXth June 201X, 10am.

The purpose of the review is to:

• provide an independent view on practice processes,

• identify satisfactory areas of functioning and areas of concern;

• identify factors that may be contributing to these concerns; and

• make recommendations for addressing any difficulties identified.

The visit will take approximately two hours and it is expected that all partners will

attend. We may also want to speak to your practice manager and practice staff.

You may also wish your Local Medical Representative to be present.

Working collaboratively with a range of colleagues our focus will be to support practices on quality improvement and improving health outcomes.

The visiting team will comprise of the following [amend as appropriate]

Dr XXXX, Deputy Director

XXXX, Programme Manager,

XXX XXXXX Senior Contract Manager

Dr XXXXXX, Quality Lead GP XXXXX

XXXXXX, Head of Primary Care Quality Improvement XXXXXX

XXXXXXX CQC Representative (if appropriate / necessary)

We also recognise that primary care is undergoing significant change at present with general practitioners being asked to take on new responsibilities that extend well beyond the confines of their surgery walls.

It would be useful if you could complete the attached assessment documentation

and return to XXXXXXXX@nhs.net at least 5 working days before your

scheduled visit.

Yours sincerely