

Date

Patient Name

Patient Address1

Patient Address2

Patient Address3

Patient Address4

Postcode

Dear xxx,

**Special Allocation Scheme**

I write to advise you of the outcome of your appeal regarding being allocated to the Special Allocation Scheme. A panel meeting was held on XXXX where this was reviewed.

Based on the evidence presented, the panel found that in this instance that you were not appropriately placed on the Special Allocation Scheme.

However, we would like to suggest that you do not return to xxx Medical Practice due to the breakdown of relationship and advise that you continue to receive health care an alternative medical practice. Please see below a list of practices whose catchment area you come under:

Provide Details

If you have any further queries or concerns, please contact our Patient Experience Team who will be happy to help you on <enter contact name> or email: <enter contact email>

If you continue to be dissatisfied with the response you have received, you do have the right to request an investigation into the handling of your complaint by the Parliamentary and Health Service Ombudsman (PHSO).

The role of the PHSO is to investigate complaints that individuals have been treated unfairly or have received poor service from government departments and other public organisations and the NHS in England. You can contact the PHSO on 0345 015 4033 or write to them at:

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

E-mail: phso.enquiries@ombudsman.org.uk

Best wishes,

Yours sincerely,

**xxxx**

**xxxx**

CC: Primary Care Support England