GP QUALITY ALERTS PROCESS - CCG Acknowledged GP Identifies a Quality Alert (QA) Step 1 CCG ADVISE GP OF ESCALATION POINT Incident Logged GP Captures the QA into the CCG CCG INFORMS GP OF OUTCOME OF QUALITY ALERT Website Step 2 **Emailed** CCG Records to CCG Quality Alert CCG Identifies Step 3 Escalation CCG Excel CCG Follows Up Step 4 **CCG** Records Outcome Step 5 Monthly Monthly Monthly Quality Quality Quality Reports Reports Reports Themed Quality Step 6 Report

GP QUALITY ALERTS PROCESS - CCG

Step 1

GP Captures the Quality Alert, which logs the incident in the BHRCCGs database and triggers an email to the CCG and an acknowledgment to the GP

Step 2

CCG Admin records the Quality Alert into a spreadsheet

Step3

CCG Lead identifies the escalation point and informs the GP, recording this into the spreadsheet

Step 4

CCG Lead follows up on the escalation point and informs the GP, recording the outcome into the spreadsheet.

Step 5

CCG Admin sends the spreadsheet to the Quality Team as at the end of each month, by the 5th working day of the month

Step 6

Quality Team collate the information and prepare the monthly report for the GPs, Locality Leads, Governing Bodies, etc. Report to QSC

Step 1a - Patient Complaint

GP records the essence of the patient complaint for noting as a Quality Alert, but advises the patient to contact the provider Complaints or PALS department.

Step 1b - Incident Report

Incidents at the GP practice are reported through the NRLS system, *not* via the GP Alerts system

Step 3a - Provider Incident

CCG Lead forwards the incident report to the relevant Provider GP Liaison Officer. Feedback provided to the GP

Step 4a

CCG Lead follows up on the escalation point and informs the GP, recording the outcome into the spreadsheet.

Step 3b - Cancer Incident

CCG Lead forwards the incident report to the BHRCCG Cancer Leads and Macmillan GPs. Feedback provided to the GP

Step 4b

CCG Lead follows up on the escalation point and informs the GP, recording the outcome into the spreadsheet.