**NHS England Suggested Template Letter**

# This is a suggested template letter that NHS England have designed to assist practices with recalling patients.

# NOTE: The following letter is to be used with the guidance note.

GUIDANCE NOTE:

1. The following is a possible letter template to help in writing out to your patients, should you choose to use it.
2. The template letter may not be appropriate in all cases. It will also need to be edited and used according to need.
3. In line with the Accessible Information Standard, patients known to have difficulty or to be unable to read a ‘standard’ version of the letter should be sent the information or contacted via an alternative method which is accessible to them. This would include patients who are blind or have visual loss, and patients with a learning disability. Accessible alternatives may include a larger print version of the letter, sending the letter via email, or telephoning the patient. Further information about the Accessible Information Standard is available at [www.england.nhs.uk/accessibleinfo](http://www.england.nhs.uk/accessibleinfo) and the contact point for queries is [england.nhs.participation@nhs.net](mailto:england.nhs.participation@nhs.net)

**Suggested Template Letter for TPP Practices**

GP Name

Practice Address

Patient Name

Patient Address

Dear

In considering our health advice to you, we use a computer tool which, based on information in your medical records, estimates a ‘risk score’ of having a heart attack or stroke in the next ten years.

Where the computer tool estimates a high risk score, patients are offered lifestyle advice and, if necessary, statin tablets to reduce the risk of having a heart attack or stroke.

We are writing to let you know that due to an error in this computer tool, there is a possibility that the risk score in your medical records may have either been overestimated or underestimated. This may have influenced the advice or treatment that you were given.

The error with the computer tool has now been fixed. We would like to check your recalculated risk score and check that the advice or treatment you have been given is the best possible for you.

In the meantime please be reassured that no urgent action is necessary. It's perfectly safe for you to carry on taking all of your current treatment until we review this with you.

**[AMEND AS APPROPRIATE]**

We would like to invite you to an appointment on **[Enter Date]**/ Please can we ask you to make an appointment at the surgery.

Yours sincerely,

Dr.