**\*\*This is a template letter written by Pulse, please do amend as you see fit. Other letters are available at** [**http://www.pulsetoday.co.uk/templateletters**](http://www.pulsetoday.co.uk/templateletters)**\*\***

*Hospital address*

*Address*

*Address*

*Practice address*

*Address*

*Address*

Dear

Re .

Your department has discharged this patient following a missed appointment, and you have requested that the patient’s GP makes another referral.

Discharging patients who have missed an appointment is no longer allowed under the NHS Standard Contract for hospitals 2016/17. The Contract technical guidance states that: ‘Hospitals will not be able to adopt blanket policies under which all patients who do not attend clinic are automatically discharged back to their GP.’

Please contact the patient with a view to rebooking an appointment if that is required, without a re-referral, and amend your policy so that patients are not automatically referred back to their GP when they miss an appointment, as per the new NHS Standard Contract for hospitals and to avoid unnecessary additional bureaucracy on hard-pressed GP surgeries.

We have copied our CCG to inform them of this.

We look forward to hearing from you.

Yours sincerely,