Template letter to area team regarding delay to information request or payment

Dear x,

We are writing to inform you that we have been attempting to

––obtain information regarding (provide details)

––chase payments for (provide details):

We have contacted your department since: (details) and have yet to receive a response.

You will be aware that GP practices are under unprecedented workload pressures. It is not acceptable that practices should incur such delays in receiving responses to such requests, and for busy staff to be diverted into the bureaucracy and workload of chasing this up, rather than providing their core services for patients.

Please can we receive a response to our request by….

We have copied the Local Medical Committee to assist us if the information is not

forthcoming.

Yours sincerely

