

ESSENTIAL

ANY ACTIONS MUST BE LOGGED IN CRM DATABASE WHETHER THEY ARE PHONE CALLS; EMAILS; LETTERS RECEIVED; DISCUSSIONS WITH EXPERTS/ SENIOR STAFF

When sending for clinical, peer review or final sign off ensure you include:
NHS England response letter;
practice response letter/s;
clinical records (to reviewer;
original complaint;
complaint plan;
practice investigation plan;
complaint;
clinical review;
consent

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You must upload all documents and relevant correspondence to CRM document store bar clinical patient records

