**PRIVATE AND CONFIDENTIAL**

**GP Name**

**Practice Name**

**Practice Address**

DATE

**Frequent Attendance at \*\*hospital name\*\***

Dear \*\*Dr GP Name\*\*

Re:

Patient name

Patient DOB

Patient Address

Trust Number

NHS Number

**This patient has attended on various occasions: \*\**number attendances\*\**** *this year*

In line with national guidance, the Emergency Department (ED) at \*\*trust name\*\* has been working with local GPs and South West Ambulance Service to improve the care of patients who attend the ED frequently.

This patient has been identified as a frequent attender to \*\*hospital name\*\*. Recurrent attendance at an ED often increases patients’ anxiety and reduces their independence.

You may already know this patient well, but we would be most grateful if you would review them to see if there is any way in which you can improve their health needs and alter their health seeking behaviour. Writing and sharing a Care Plan with staff at ED, Ambulance Services and Out of Hours services can significantly improve the care of these patients.

…cont’d…

…cont’d…

**Please send copies of their Care Plan to:**

Name

Address

**Actions for GP**

In your Care Plan, please consider including important clinical measurements e.g. O2 sats in COPD; social support e.g. carers and NOK details; other important professionals involved in their care e.g. social worker, CPN, Crisis Team; in addition to a management plan.

We would also value any information you are able to provide about attendances to other hospitals.

Alternatively, please complete and return the enclosed form in order that we can draw up a Care Plan for this patient.

You are welcome to discuss this patient’s attendances with an ED Consultant, to help to develop a robust Care Plan which can be used and supported across the system. Please telephone \*\*telephone number\*\* and this can be arranged.

Thank you for your help in assisting us to improve the care of Frequent Attenders at \*\*hospital name\*\*

Yours sincerely,

xxx