

Date

## **Template letter to patients requesting non-commissioned services**

Dear x,

You have requested a service from your family doctor's practice which is not commissioned from them by the local NHS (Cheshire and Merseyside Integrated Care Board) or another NHS organisation (such as a hospital) or other provider.

As such it is not a service GPs in Cheshire currently provide under their core NHS contract or other local commissioned enhanced service contract.

Please contact the hospital team or other person who has directed you to your GP so that they can assist you with your request. They should therefore make alternative arrangements for you to receive this service or treatment.

Alternatively, please contact the local commissioners for further advice (insert ICB name and phone number).

You will be aware that general practice is under unprecedented pressure, and therefore we are unable to carry out your request, since this would detract from our ability to provide core contracted services to our patients.

Yours sincerely,

<<Insert signature>>

<<Print Name>>

<<Practice Name>>