

NUTH SOP:	Document Finalisation Outpatient Clinic Letters	Version:	1.3
Document Owner:	Chris Plummer		
Creation date	13 October 2023	Review date:	October 2024

## Document Finalisation - Outpatient Clinic Letters

### Purpose

This standard operating procedure is intended to ensure all clinic letters are created correctly within Document Store, are validated, finalised, signed and sent within the appropriate timescales following a patient's attendance at clinic.

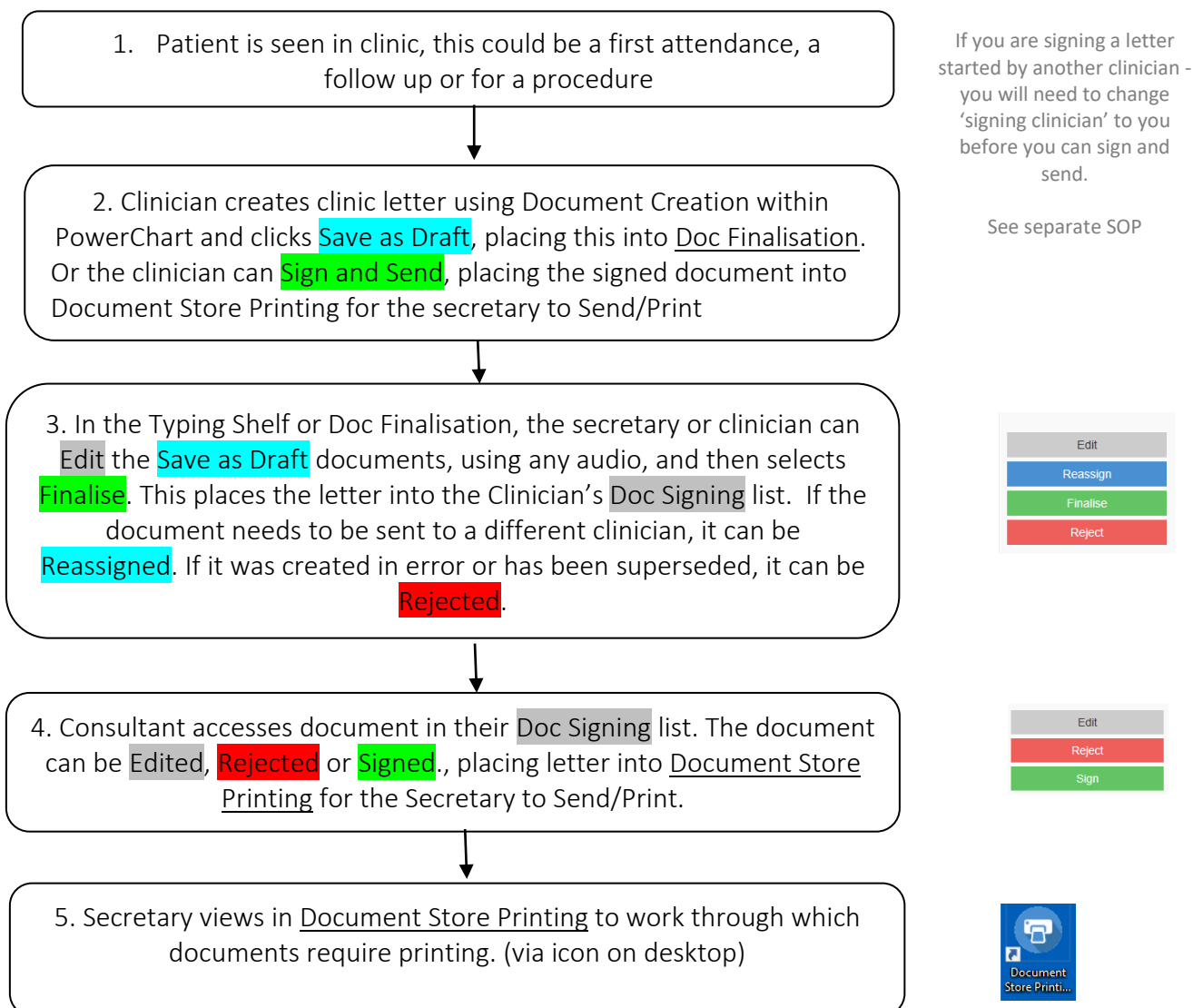
### Scope

Where, in the course of delivering an outpatient Service to a Service User, the Provider becomes aware of any matter or requirement pertinent to that Service User's ongoing care and treatment which would necessitate the Service User's GP taking prompt action, the Provider must communicate this by issue of a Clinic Letter to the Service User's GP.

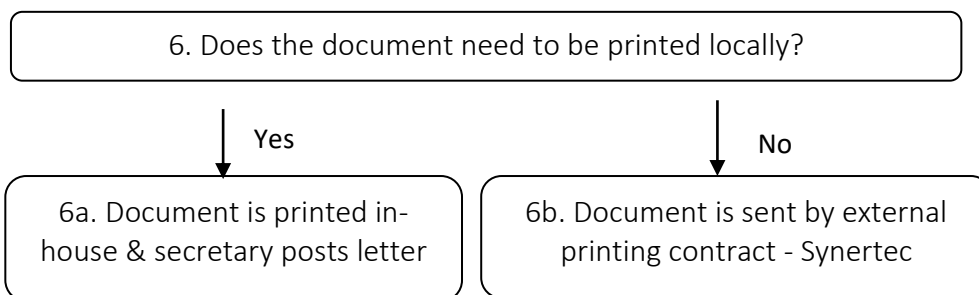
The Provider must send the Clinic Letter as soon as reasonably practicable and in any event within 7 days following the Service User's outpatient attendance. This is to ensure any advice and guidance is promptly actioned on transfer of care.

This operating procedure covers the requirement for Clinic Letters, these may include advice letters, clinic letters and short clinic letters.

### Procedure



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### Monitoring and review

Clinicians to review edited/ formatted letters ready for signing in their Doc Signing.

Secretaries to view in either Typing Shelf or Doc Finalisation for any letters that are:

- to be edited/formatted (and currently in a draft status)
- waiting to signed by Clinician
- any patients who have attended clinic but do not have a letter drafted.

Secretaries can view in Document Store Printing:

- their print queues.

### Roles and Responsibilities

Consultant Medical Staff	The responsible clinician should ensure all documents are created, completed, finalised and signed to enable the transfer of external documents to the specified timeframes.
Medical secretary/ Administrators	<p>The responsible medical secretary/ administrator should regularly review Doc Finalisation/ Typing Shelf and Document Store Printing for letters waiting to be edited and formatted, clinician signing and printed.</p> <p>Secretaries/admin should ensure they have access to all clinicians in their Board.</p> <p>Any documents delayed should be escalated to the Clinician to be 1) drafted and 2) signed.</p>
DOP/ADO/ Board Chair	It is the responsibility of the Board leadership team to ensure that each clinical area has effective processes in place to ensure timely completion and sending of clinic letters.

**END**