**Non WCCG correspondence sample letter:**

Dear xxxxx

As you are no doubt aware, healthcare services have changed immeasurably since the COVID 19 pandemic which has resulted in significant changes in the way we all work. The use of [INSERT NATURE OF NON-WCCG CORRESPOONDENCE EG EMAIL] rather than the agreed, auditable route to practice i.e. WCCG has been raised at several outpatient redesign meetings, where the inherent flaws in non-WCCG communication have been highlighted. Each email address is tied to a particular Nadex login and there is no robust method by which it can be ensured that all results are promptly reviewed and actioned, for instance if a staff member is unexpectedly off sick. Therefore, use of the Welsh Clinical Communications Gateway (WCCG) for all clinical correspondence has been agreed by the Local Health Board (LHB) and the Local Medical Committee (LMC) as the NHS transitions away from using fax machines.

All Practices in SBU have allocated staff for primary/secondary care communication purposes, who will check WCCG daily for any update/action and WCCG can be audit trailed to ensure adherence to the “All Wales Communication Standards between General Medical Practitioners and Secondary care” (available <https://gov.wales/sites/default/files/publications/2019-04/all-wales-communication-standards-between-general-medical-practitioners-and-secondary-care.pdf>).

This process has been agreed by the Local Health Board and the Local Medical Committee. This process has been agreed as there have been instances where email and other, non-WCCG, forms of communication have not been promptly actioned due to the inherent lack of robustness in the process (staff being on annual leave etc).

For urgent information, a phone call via Consultant Connect can inform the practice that there is information which needs to be actioned urgently. Using consultant connect ensures that you will be connected directly to the practice administration team, bypassing the usual publicly accessible phone lines. This allows an auditable, robust method of communication to minimise errors or delays which could harm patient care. Any issues whereby rapid connection to the practice was not possible through consultant connect are investigated and addressed, much in the same way the software was rolled out in secondary care with great success.

Patient care is at the forefront of everything that we do and so the focus on robust, accurate, safe communication practices is of utmost importance. I would be grateful if you could amend your existing communication pathways to accommodate these changes to communication protocols which have been approved by The LMC and LHB.

If you have any further questions please do not hesitate to contact us.

Last edited by Dr Phil Cox 18/12/21