

OFFICIAL

Template for Email Request for Information from a GP

The email request should be titled “Adult Support and Protection Request”

Service username/Patients name	
Service user/Patients address	
CHI number if possible	
An explanation why you require this information (eg ASP Act)	
An explanation of the risks/concerns	
A list of questions you wish to be answered	
Date information is to be returned by	
Response from GP	
GP signature	
GP Name	
Date	

Request for Information from a GP process

- ASP Duty To Inquire/Investigation allocated to a Council Officer (CO)
- CO sends an email to the relevant GP practice generic email address, where possible on day one of receiving the allocation, as follows:

The email request should be titled “Adult Support and Protection Request”

Within your email you will require to cover the following information:

Service username

Service user address

CHI number if possible

An explanation that you are working with the person under the ASP Act 2007 and require information from the GP.

An explanation of the risks/concerns

A list of questions you wish to be answered.

Can you please send your email with a reasonable date you would like the information back by (I propose 2 working days).

- Should the CO not gain a response from the GP generic email address within the timeframe within the email, a second email should be sent highlighting that the timeframe has now passed and that we would be keen to receive the response as a matter of urgency (giving the timeframe of 1 working day). Emails should be recorded on Mosaic.
- If a response is not received from the second email, the CO should flag this to their line manager (Senior Social Worker) via telephone and also sharing the email chain sent to the practice. Emails should be recorded on Mosaic.
- SSW will then make contact with the relevant GP Practice Manager to flag the issue and negotiate the information being shared with the CO ASAP. Emails should be recorded on Mosaic.
- Should no response be provided from this telephone/email contact the SSW should flag this to the Tea Manager/Social Work Manager to escalate to Brian Ponton via Email.
- Should a solution not be resolved at this stage then Team Manager/Social Work Manager will escalate to the GP lead for NHS D and G and Nurse Consultant.
- All GPs providing an email response (using the attached template) to CO / SW should ensure the document is uploaded into the patients GP record through established record keeping and governance processes/ systems.