



Advice to Reviewers on engaging with Primary Care

Some LeDeR reviewers are reporting difficulties gathering information from GP teams. GPs are appropriately cautious about:

- (i) information governance issues
- (ii) when approached for information they may suspect this may be the start of an investigation rather than a review.

This document aims to give practical advice to help reviewers work with the GP practices and it is intended to complement the letters and information sheets already available to reviewers at <http://review.leder.ac.uk>. It is **not** intended to replace their formal advice.

The legal framework allowing for release of Medical Information

Section 251 of the NHS Act 2006 (Reference: 16/CAG/0056) is the legal framework which supports GP practices to release patient identifiable information the purposes of the LeDeR review.

Working with GP practices

- An initial telephone call to the practice manager is usually helpful, with the offer of further information by email.
- Don't assume that the practice is familiar with the LeDeR programme.
- Gather as much information as possible about family and/or friends, healthcare, and social care received by the deceased person for the pen portrait and the timeline- the prompt documents on the reviewer site are useful.
- Seek out the person who knew the patient best – family member, carer, district nurse etc before you seek information directly from the practice.
- Consider what you need from the GP practice – once you have introduced yourself, it is generally best to seek a meeting or telephone call, give plenty of notice and offer a choice of dates. Reassure them that while information from the medical record will be useful, you are not necessarily asking for a hard copy or access to the full electronic record.
- Once the basic information has been obtained, make a list of the information available from the GP practice that will further inform your review eg the outcome of the most recent Annual Health Check (AHC), Health Action Plan (HAP), immunisation history (eg last 'flu administered), summary of current and past medical conditions, medications and any recent changes, recent consultations and their outcomes might be useful to discuss.
- If the GP or practice offer to share print outs from records, think carefully about what information you are seeking. A telephone conversation with somebody who can easily navigate the record and who knew the patient might be the most productive approach.
- Reinforce 'review' not 'investigation'. The review aims to identify best practice, as well as what could be improved, so that we can all provide better care for people with learning disabilities.

Sources of information

While the Local Area Contact (LAC) and CCG Lead for Learning Disability (LD) are well placed to signpost you to how best to make contact with the GP practice, if you need further information please make contact with your local Clinical Champion:

North West: Lakshmi Ramasubramanian	l.ramasubramanian@nhs.net	London: Nicola Payne	Nicolapayne@nhs.net
North East: Nigget Saleem	Nigget.saleem@nhs.net	South: Guy Bradley-Smith	Guy.bradley-smith@nhs.net

If the GP needs further reassurance, the LeDeR team has briefed the Medical Defence bodies.