

GP returned mail process

East and North Hertfordshire NHS Trust have recently changed the process for returned mail from GP surgeries by providing a single identified area of the Trust that holds responsibility for this process. This is to ensure improved communication between the Trust, patients and divisions that returned mail is dealt with in a speedy and proactive manner and that information for patients is updated in a timely way to reduce patient risk for the organisation.

Returned mail will be validated prior to delivery to the appropriate department. The patient's demographic details will be updated on Lorenzo manually where they have not been updated automatically on the national electronic database and ensure the correct details are updated on all other Trust systems. Once validated the letters/correspondence will be returned to the department of origin. The department will then resend the updated correspondence.

If you receive a letter from East and North Hertfordshire NHS Trust for a patient no longer registered with your surgery, please return this to the following address:

Data Quality Team - 3M19A
Graveley Annex
Lister Hospital
Coreys Mill Lane
Stevenage
SG1 4AB