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**Process for raising TRFT Issues**

Email an outline of the issue direct to Kirsty.gleeson@nhs.net

**Please do not send any personal identifiable data at this stage.**

Issue Log Administrator acknowledges receipt of the issue and forwards details onto TRFT for investigation / response.

**TRFT will contact you direct to request personal identifiable data.**

Issues Log Administrator progress chases any responses from TRFT after 10 working days until a satisfactory conclusion is reached.

If a satisfactory response from TRFT has been received – the issue will be **closed**.

**After one month** - If no response / unsatisfactory response has been received from TRFT issues will be escalated to NHS SY ICB /TRFT Contract Quality meetings and you will be kept informed of progress.

TRFT response when available will be recorded on the log and shared with the originator, contract lead and GP lead.

* Monthly reports are shared at the Rotherham Primary Care Collaborative Board
* Bi-monthly reports are shared at the SY ICB /TRFT Contract Quality Meeting

Reports include:

* Number of open issues in total
* Number of new issues in total since last report
* Number of closed issues since last report (plus narrative)

**REPORTING PROCESS**