**NOT OUR PATIENT (NOP) LETTERS**

1. **Check who the patient’s registered GP is on the Spine**

(From the Desktop, Card Management System, Summary Care Record)

**If the GP on the Spine is the same as the GP on the NOP letter** –

* Forward the NOP letter to Data Quality, explainingNatalie to action and move it to the *Completed NOPs* folder.
1. **If there is NO REGISTERED GP on the Spine for the patient** –
* Use *Person Correction Manager* to change GP to *No Registered GP*

(A No Reg GP status won’t usually pull through from Spine and needs to be done manually)

* Use *Add Person without Encounter* to Spine Sync the patient record.

(If you get Failed Spine Sync message, it has failed. If no message, it has been successful)

***If Spine Sync successful*** - no further action needed. Move NOP email to the Completed folder.

***If* *Spine Sync fails*** – check address and contact numbers are formatted correctly. Modify if necessary and click OK to close conversation.

* Use *Add Person Without Encounter* again to attempt Spine Sync again
* If *Spine sync successful* – no further action needed. Move NOP to Completed folder.
* If *Spine sync fails again* – email Data Quality to report the issue. Move the NOP email to NOPs A/W DQ folder.
1. **If the Spine shows a registered GP which is different to that on the NOP letter** –
* Use *Add Person Without Encounter* to Spine Sync the patient record

(If you get Failed Spine sync message, it has failed. If no message, it has been successful)

***If* *Spine Sync fails*** – check address and contact numbers are formatted correctly. Modify if necessary and click OK to close conversation.

* Use *Add Person Without Encounter* again to attempt Spine Sync again

**If Spine shows patient DOES HAVE a registered GP**

1. Open Person Correction Manager, **check if the Registered GP is still wrong** on patient record
2. **Registered GP correct** – move to Step 10)
3. **Registered GP wrong** - close Person Correction Manager and move to Step 4)
4. Manually **Spine Sync the patient record**, follow guidance on SOP for this
5. **Spine Sync Successful** – move to Step 10)
6. **Spine Sync Fails** - open Person Correction Manager, **check address and phone numbers are formatted correctly, modify them if they are not.** Use SOP on this for guidance.
7. **Repeat Step 4)**
8. **Spine Sync Successful** – move to Step 10)
9. **Spine Sync fails again –** email DQ to report issue**. Move NOP email to NOPs – A/W DQ** folder
10. **Search for the patient** in First Net, **select the ED encounter for the date specified on the returned ED Discharge letter** and open the patient record.
11. Create a new ED GP Discharge letter - **Click Depart** then click **Print**
12. Print the letter and **post out to GP**
13. Move the NOP email to the **NOPs – Completed** folder.

**ISSUES REPORTED TO DATA QUALITY**

* **Keep** the **NOP email** in the **NOPs – A/W DQ** folder
* **DQ will email group email** once they have successfully Spine Synced the patient record
* When DQ email and confirm Spine Sync successful, **find relevant email in the NOPs – A/W DQ** folder and **perform Steps 10) to 13)** above.