Dear Patient,

As discussed at your recent consultation, I referred you for specialist care based on your clinical needs and my clinical assessment. Regrettably, despite meeting all the appropriate clinical, contractual, and regulatory criteria, your referral has been declined.

This outcome is not a reflection of your clinical need but is instead due to commissioning arrangements within the NHS in Leicester, Leicestershire and Rutland (LLR). Some services that might be available in other parts of the country are either not commissioned (funded or approved) in our region or have limited capacity due to current funding constraints. As a result, certain referrals are being restricted or declined even when clinically justified.

We have challenged this decision with the relevant specialist services; however, it is unlikely that your referral will be accepted under the current commissioning framework. Unfortunately, the practice is not in a position to overturn this decision or take further action on your behalf.

If you feel that this decision is unfair or are concerned about the lack of access to appropriate specialist care, we strongly encourage you to raise this with those responsible for healthcare commissioning and provision in the region.

You may wish to [contact your local Member of Parliament (MP)](https://members.parliament.uk/FindYourMP) or lodge a formal complaint with the NHS using the contact details provided below.

How to make a complaint:

* By email: [llricb-llr.enquiries@nhs.net](mailto:llricb-llr.enquiries@nhs.net)
* By phone: 0116 295 7572
* By post: Corporate Affairs Team, NHS Leicester, Leicestershire and Rutland, Room

G30, Pen Lloyd Building, County Hall, Glenfield, Leicester, LE3 8TB

We understand that this situation may cause significant frustration and distress, and we sincerely apologise for the inconvenience and impact this may have on your care.

Please be assured that we remain committed to supporting you within the scope of the services currently available to us.

**SIGNED BY PRACTICE**