**Template Letter: Response to Delay in Information or Payment**

**[Your Practice Letterhead]**  
[Date]

To: [Recipient Name/ICB]

Dear [Recipient],

We are writing to raise concern over significant delays we have experienced in:

* Obtaining information regarding [provide details].
* Receiving payment for [provide details].

Despite contacting your department on [specific dates], we have yet to receive a response.

As you are aware, GP practices are currently under exceptional workload pressures. Delays of this nature place additional strain on our resources and are not acceptable, particularly when they impede our ability to deliver timely and efficient patient care.

We request that this matter is addressed as a priority, and a response is provided by [specific deadline]. Please confirm receipt of this letter and the actions being taken to resolve this issue.

The text of this letter has been provided by Surrey and Sussex Local Medical Committees to ensure consistency of purpose. It reflects the principles of the recently authored interface document in use across Sussex and similar documents under development in other areas covered by the LMCs.

We appreciate your urgent attention to this matter. Should you require further information, please do not hesitate to contact us.

Yours sincerely,  
[Your Name]  
[Your Position]  
[Your Practice]