



Derby City Council

Andy Layzell
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Date 1 April 2015

Dear Andy

I write to you because as of today, 1 April 2015 the responsibility for commissioning GP services has transferred to SD CCG.

You may be aware Jonathan Rycroft from NHS England and Kate Brown of SDCCG, attended the Adults and Public Health Board last week to explain why patients in the city were having problems with accessing their GPs and what was being done by commissioners to address these problems.

The Board discussed this issue quite extensively as it affects patients across the city and recommended that NHS Commissioners:

1. Routinely collect data on the appointment bookings for all practices as part of the performance management process.
2. Identify surgeries with best practice in appointment bookings and disseminate this amongst all GP practices across the city.

The Board was surprised to learn that NHS does not collect data on GP appointment systems and consequently commissioners were unaware of the level of problems faced by patients in accessing their GP. The Board was also told that there are significant variations between GP practices in appointment bookings. In some surgeries around 98% of patients get through to book their appointments whilst at others only 42% are successful. Since booking appointments has escalated to become number one complaint from patients in the city, the Board does not feel it is acceptable for surgeries to



keep asking patients to ring every morning to book an appointment.

3. Routinely monitor customer complaints for all surgeries as part of their performance management responsibility.

The Board learned that NHS England only get involved when the complainant is not satisfied with GP's complaint handling process and escalates it up to them. The Care Quality Commission looks at the complaints procedures and systems as part of their inspection process. The Board feels that although GP's practices are effectively stand alone businesses with responsibility for managing all their affairs including how they deal with customer complaints, they are contracted to NHS England to deliver primary care services and therefore their complaints should be monitored.

4. Enable GP surgeries to work together and sharing premises where appropriate to provide comprehensive access to GP services.

The Board learned that some GP's are unable to recruit additional staff because they have inadequate premises.

Please let me have your response to the Board's recommendations so that these could be reported to members.

Please feel free to contact me if you have any queries.

Yours sincerely



Mahroof Hussain
Scrutiny and Civic Services Manager

Copy:
Jonathan Rycroft, Head of Primary Care Commissioning, NHS England
Councillor Paul Pegg, Chair Adults & Public Health Board
Councillor Jangir Khan

