

Greenwich CCG Response

The CCG would like to thank Healthwatch for raising these concerns relating to the issues in accessing primary care services at Eltham Park (now the branch surgery of Eltham Medical Practice). The delays patients are experiencing in getting through to the Branch Practice in Westmount Road have been due to technical issues, following the merger, with the clinical booking system which has put a higher demand on the telephone system. The practice is working hard with their IT system suppliers to resolve these issues.

The telephone number for Eltham Park (020 8850 1030) is still in use but there is only a couple of lines going into the practice. Until the IT issues are resolved with the booking system, the practice has delayed the integration of the telephone lines. The following message is on the Eltham Medical Practice Website:

Due to issues surrounding the merger of the clinical system, we have delayed the integration of the telephone system. Therefore those patients wishing to contact the (now Westmount Branch) will need to 'phone 020 850 1030.

We would like to assure patients that the practice's priority, under these difficult circumstances, is to ensure patients receive the care they need and would ask for Healthwatch's support in conveying this message.

Irene Grayson (MBA)

Associate Director Primary Care

Commissioning

NHS Greenwich Clinical Commissioning Group - a member of the NHS South East London Commissioning Alliance (Bexley, Bromley, Greenwich, Lambeth, Lewisham and Southwark CCGs) The Woolwich Centre,

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