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London
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Healthwatch was established in 2013 in accordance with the Health and Social Care Act 2012. Within this legislation Healthwatch has a right to a reply within 20 working days to Reports and Recommendations submitted by Local Healthwatch to a service provider/commissioner.

Report & Recommendation Response Form

Report sent to:	HOWDON, Maria (NHS SOUTH EAST LONDON CCG) TRAN, Tuan (VALENTINE HEALTH PARTNERSHIP) PATEL, Nayan (BLACKHEATH STANDARD PMS) JAMES, David (GREENWICH HEALTH LIMITED)
Date sent:	12/4/2022
Title of Report:	Registering with a GP Practice: Access to Primary Care in Greenwich
Response	If there is no response, please provide an explanation for this within the statutory 20 days – by 12 th May 2022. Please note: This form and its contents will be published by Healthwatch Greenwich.

Date of response provided	
General response ¹	LMC is grateful for the sharing of this informative Healthwatch report, and the opportunity to provide a response.

¹ Please expand boxes as needed for your response.

Response to recommendation 1.	Yes- this seems reasonable
Response to recommendation 2.	Yes, again reasonable (although use of the term 'suggest' rather than 'encourage' may be more helpful).
Response to recommendation 3.	Yes, it is helpful to offer a standard form or wording that practices may wish to adopt
Response to recommendation 4.	This can be via the practice manager to communicate to their own staff.
Response to recommendation 5.	Similar to the point above, can be suggested via the practice manager.
Response to recommendation 6.	Again, a helpful and reasonable suggestion, which can be conveyed via the practice manager
Response to recommendation 7.	Another reasonable suggestion, which, again, can be conveyed via the practice manager.
Response to recommendation 8.	NHS Digital require that practices verify patient ID (photo and address) to register for online services. This is to avoid the scenario of a patient gaining access to someone else's medical records. In this case, the request for ID is to avoid breach of Data Protection Laws, for not taking reasonable steps to verify who had access. It is important to aware that there are two distinct process required for practice registration and to register for online services.
Signed:	
Name:	Tuan Tran
Position:	LMC Chair