

**South East London CCG (Greenwich) response to
Healthwatch Greenwich February 2022 Feedback Report**

1. *Registering with a practice*

Where individual practices have been cited, we will share patient feedback and, where appropriate, encourage review of current registration processes. A more general discussion on registration processes will also be included on the agenda for the next Practice Manager's Forum.

2. *Telephone Triage*

Following a presentation by Healthwatch colleagues at the Practice Manager's Forum in February 2022, which also included hearing from a member of the public about their own experiences, colleagues welcomed the opportunity to work collaboratively to improve patient experience.

The offer of Healthwatch colleagues participating in staff training was also welcomed and actively taken up by some practices wishing to arrange a date for this to take place.

3. *Communication / Face to face appointments*

As mentioned in previous feedback, general practice had to significantly change the way in which services were provided to patients during the pandemic. This included additional options for patients to consult electronically with clinicians. Practices have however continued to offer face to face appointments throughout for those that have been clinically assessed as requiring this type of consultation.

In light of previous GP contract changes, there is a contractual requirement for appointments to be available for online booking. The existing requirement of 25% will be replaced with a more targeted requirement that all appointments which do not require triage are able to be booked online, as well as in person or via the telephone. We will therefore continue to work with practices, PCNs and the local community to ensure that patients are aware of how to access services.

4. *Call backs*

As commented on previously, workloads within practices are normally determined by the clinical needs of patients accessing services on any given day as well as other emergencies that may take priority. With that in mind practices may not be able to provide a specific timescale within which to contact patients on the telephone i.e. between 1000 and 1030. Acknowledging that this remains a frustration for patients, we will continue to work with practices to identify ways in which patients could potentially be notified of the period within which the call back is likely to take place as well as sending SMS text

messages (in the event of missed calls) to inform patients that the practice had tried to contact.

5. Waiting Time for Tests

As practices return to business as usual, routine work that was previously paused to allow staff to undertake the COVID vaccination programme has restarted. If a patient is concerned that a routine test may now be overdue, they should be encouraged to contact their practice for further advice.