



Healthwatch Greenwich

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Healthwatch was established in 2013 in accordance with the Health and Social Care Act 2012. Within this legislation [Arrangements to be made by relevant bodies in respect of local Healthwatch Organisations Directions 2013] 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:	<u>SEL CCG (Greenwich) - Maria HOWDON</u> <u>SEL CCG (Greenwich) Russell Cartwright</u> <u>LMC - Nayan Patel</u> <u>LMC - Tuan Tran</u>
Date sent:	19/1/2021
Title of Report:	<u>GP Telephone Waiting Times - Mystery Shopping Report</u>
Response	If there is no response, please provide an explanation for this within the statutory 20 days. Please note: This form and its contents will be published by Healthwatch Greenwich.

Date of response provided	15 th February 2022
General response ¹	The CCG is grateful to Healthwatch colleagues for highlighting the tremendous work undertaken by general practice on a daily basis to meet demand. We will encourage and support practices to make improvements on the areas highlighted within this report.

¹ Please expand boxes as needed for your response.

Response to recommendation 1.	<p>Recommendation: <i>All GP practices should be contactable by telephone during their opening hours. If a practice has closed or merged, a recorded message should inform of the recent changes and divert the call to the active practice</i></p> <p>CCG Response: It is a contractual requirement of all practices to be contactable during the hours of 0800 - 1830, Monday to Friday. Where evidence is provided to the contrary, the CCG follows up with respective practice(s) to identify potential issues and subsequent solutions.</p> <p>If the site is to be closed / merged as in the example cited within the report, arrangements for future call handling are included within the demobilisation plan.</p> <p>The example cited has been followed up with the outcome being that upon contacting the site an automatic recorded message confirms that the number is no longer in use and provides contact details for the main merged practice site.</p>
Response to recommendation 2.	<p>Recommendation: <i>Automated systems should tell callers their position in the line</i></p> <p>CCG Response: The CCG continues to work with practices to seek out opportunities and national funding to upgrade to systems that have greater capabilities. As previously reported, this may take some time depending on the individual practice contracts and penalties associated with early exit. In the meantime, we continue to explore with practices ways in which changes can be made within current systems to improve patient experience.</p>
Response to recommendation 3.	<p>Recommendation: <i>An automated menu ("press 1 for ..., press 2 for..." should be offered for routine enquiries such as test results and prescriptions</i></p> <p>CCG Response: As per 2 above.</p>
Response to recommendation 4.	<p>Recommendation: <i>During peak periods, the automated message should inform the caller of quieter times to call</i></p> <p>CCG Response: As per 2 above.</p>
Signed:	Maria Howdon
Name:	Maria Howdon



Position:	Acting Integrated Commissioning Director (Primary Care)
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The LMC acknowledged the report and agreed with the recommendations.