

Health in Hackney Scrutiny Commission 12th January 2023 Local GP services - access and quality	Item No 4
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PURPOSE OF ITEM

Members have raised concerns, personally and from issues raised at member surgeries about registration and access to local GP Services and the Commission has invited the lead GP and the lead commissioner for Primary Care at NHS NEL to explore these issues further.

OUTLINE

The concerns raised by Members covered the following:

- Mishandling of registration when patients are moved following closure of a practice
- Poor customer service
- Inability to get face to face appointments
- Triage not working and people being kept waiting long times for call backs
- Patients being told to go to A&E
- Frustrations with NHS111

Attached in response are two reports from NHS NEL Primary Care Commissioning:

- a) Local GP Services - access and quality
- b) A note on patient feedback via the Care Opinion system

Attending for this item will be:

Dr Kirsten Brown, GP Partner at Spring Hill Practice and The Lawson Practice and Primary Care Clinical Lead for City and Hackney, NHS NEL
Richard Bull, Commissioner for Primary Care, NHS NEL

ACTION

Members are requested to give consideration to the discussion.