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8<sup>th</sup> December 2016

Lynda Dando,  
Director of Primary Care,  
Worcestershire CCG's  
By email

Dear Lynda,

Thank you for your detailed response to our "Going to the Doctors" Survey Report, in which you raised a number of questions / points for us to consider.

In respect of telephone consultations the Survey results and comments show that this option is valued by respondents. We appreciate that it is one of a number of options that is being considered / used to offer access to patients and manage the demands on primary care. We agree that publicising the service available in South Worcestershire further may be beneficial. However in the commentary on this section we identified a number of groups, who may have difficulty accessing this option. We also highlighted the need for monitoring the telephone "triage" system so that the system is able to identify patients who receive advice and treatment over the phone on a number of occasions within a defined timeframe without seeing a GP face to face so that this information can be reviewed. We would welcome CCG's views on this, and wonder if this is an aspect that is being considered as part of the work that is being undertaken by the University on the GP Access Fund?

In respect of online booking of appointments we agree that these could be better promoted. We did not test this in the Survey but have some feedback that suggests that patients would welcome an increase in the availability of appointments that are available to book online.

We have noted that you would welcome a breakdown by area of the information on additional appointment times. We have supplied this by CCG as requested, and a copy is attached.

On complaints we do agree that it would be useful to reinforce to practices advertising their process for dealing with concerns / complaints. HWW has produced a guide on "How to complain about Health Services" as patients can find this complex. This is also available in Easy Read and is on our website. We would be happy for practices to promote this to patients and also to let them know that Healthwatch is always keen to hear patient feedback, both good and bad.

We note that the Report will be discussed at the Primary Care Quality & Risk Committee on 19<sup>th</sup> January 2017. Please let us know if it would be helpful for us to attend this meeting.

Yours sincerely,

A handwritten signature in black ink that reads "Peter Pinfield".

Peter Pinfield,  
Chair, HWW



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