

## **Response from NHS Medway Clinical Commissioning Group**

### **1. Further Complaints**

- 1.1 Since Ms Fincham's complaint in August the CCG has received a further 8 complaints that relate to Primary Care Services. The Themes of these complaints are in relation to GP access, telephone access and prescriptions. These are and have been investigated in line with the CCGs and NHS England's complaints policy.

### **2. Action Taken by CCG in Relation to Concerns**

- 2.1 The CCG has taken pro-active action in responding to patient's complaints and concerns raised either formally or informally through social media and public meetings.
- 2.2 In October 2019 the CCG carried out visits to each of the five practice sites. A review took place based on the intelligence gathered from patient concerns.
- 2.3 The CCG through their formal contract monitoring process agreed an action plan with DMC. This action plan is being monitored on a monthly basis.
- 2.4 DMC are undertaking audits that include turnaround time on prescriptions and waits for calls to be answered. The CCG are also undertaking spot checks.
- 2.5 DMC have asked Healthwatch to work with them to establish patient forums.

### **3. Update on GP Surgery Proposals**

- 3.1 The CCG are not planning on any reconfiguration of the surgeries.
- 3.2 If any changes to the practice sites are proposed HASC will be consulted as outlined above and in line with the CCGs statutory details.

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