

## Primary Care Contracting Committee – Rearranged from 13<sup>th</sup> September to 4<sup>th</sup> October

### Responses to questions from members of the public

#### Question 1:

Agenda item 1.3, ICB PCCC Terms of Reference, pg.9

Does having "oversight of GP practice quality and performance" include ensuring functioning Patient Participation Groups and Complaints Procedures?

#### Response

Yes, the Integrated Care Board's Primary Care Contracting team will review practice contacts with Patient Participation Groups and their complaints procedures that are in place. This will form part of the contract and performance review process in response to a concern raised, for example following a Care Quality Commission inspection and a patient complaint.

#### Question 2:

Agenda item 3.2, Updated Primary Care Quality and Performance Dashboard, pg.35

Quality and Performance Report, pages 54-57. How have the 4 statistics for "Practice Survey" been obtained? Do they include patients who do not have technological facilities e.g. laptops etc.?

#### Response

These statistics are obtained through the GP Patient Survey, an independent survey run by Ipsos on behalf of NHS England. Sent out every year in January to over two million people across the UK, the results show how people feel about their GP practice. Patients can take part online or by using the paper survey they are also sent in the post.

ENDS -