

**NCL ICB Board of Members Meeting (28 March 2023) –
Questions from the public**

Agenda item	Question	ICB response
<p>Item 1.4</p> <p>Chief Executive's Report</p> <p>Section 2.2</p>	<p>Question 1</p> <p>The report says more appointments been made. However I have been checking with patients at St Anns Practice (run by AT Medics/Operose) and patients say it's almost impossible to get urgent appointments and have to refer themselves to A and E. In one case their son almost died from an asthmatic episode.</p> <p>What checks do ICB do on individual practices availability of appointments especially urgent ones and how often do patients refer themselves to hospital ?</p>	<p>NCL ICB monitors access to appointments by regularly reviewing practices' appointment data.</p> <p>The National GP Patient Survey results are also reviewed and practices are requested to put an action plan in place to address concerns raised.</p> <p>Additionally, where there are other concerns referred to NCL ICB, the primary care team reaches out directly to the practice and visits are arranged so a more detailed review can be carried out. This will look at wider factors that could affect the availability of appointments, such as workforce, opening hours, the number of GP sessions etc.</p> <p>Part 1 of the Primary Care Contracting Committee includes a dashboard that captures appointment data and Emergency Department attendances by practice, tracked on a monthly basis.</p>
<p>Item 2.3</p> <p>Delegation of Dentistry, Optometry and Pharmacy</p>	<p>Question 2</p> <p>Re GP Complaints:</p> <p>On p99 it's stated that on these "The scope includes General Practice complaints (with the ICB already holding delegated commissioning responsibility for General Practice contracts).</p> <p>Can the ICB explain what involvement they have with GP Complaints and what monitoring is done to show that an individual GP Practice is carrying out their procedure for complaints properly.</p> <p>Again I cite St Ann's where I have heard numerous examples where complaints have been made and not been dealt with.</p>	<p>All Practices are required to operate a complaints procedure. This includes advertising the routes through which patients might submit a complaint and the steps that will be taken to try and resolve the complaint.</p> <p>If the complaint is not resolved, a patient can refer the complaint to NHS England or NCL ICB.</p> <p>If the complaint is still not resolved, the case can be referred to the Ombudsman Service.</p> <p>If a patient complaint is referred to the ICB as unresolved, the ICB will assess whether the complaint had been handled by the practice in line with their complaints procedure and contract.</p>

<p>Item 2.3</p> <p>Delegation of Dentistry, Optometry and Pharmacy</p> <p>Page 99</p>	<p>Question 3</p> <p>How will NEL ICB notify NCL patients (particularly those without access to technology) of any consultations etc?</p> <p>For those with access to technology, will they be required to check the NEL website(s)?</p>	<p>The delegation of pharmacy, optometry and dentistry (POD) services and practice complaints is a national directive from NHSE so no consultation will be carried out as a result of this change.</p> <p>Any consultation required with employees of NHS England will be carried out by NHS England.</p> <p>From 1st April responsibility for the commissioning of these services will be formally delegated to individual ICBs. There will no service change as a result of this transition.</p> <p>We hope over time to realise the opportunities that exist to improve outcomes for local residents. Engagement (at NCL level and/or across the London ICBs) will form part of any such work. This would be via a range of methods and would not be limited to online channels.</p>
<p>Item 2.3</p> <p>Delegation of Dentistry, Optometry and Pharmacy</p> <p>Page 103</p>	<p>Question 4</p> <p>Complaints Function: when and how will the Function be divulged to NCL patients (particularly those without access to technology)?</p> <p>Will it have any deleterious affect for patients making complaints e.g. those patients who may wish to refer their complaint to the Ombudsman?</p>	<p>The London team responsible for pharmacy, optometry and dentistry (POD) contracts and commissioning will transition to North East London ICB. They will act on behalf of all ICBs.</p> <p>Much of the associated NHSE Complaints function is also being delegated. The complaints function is expected to be managed by individual ICBs, with staffing resource transferring from NHSE to support this.</p> <p>As part of the transfer of complaints management to ICBs on 1 July, we are working closely with NHSE to ensure a smooth transition.</p> <p>Currently patients or their representative have the opportunity to raise complaints and concerns directly with the practice / provider or to raise with the NHSE Complaints Team, ICB or Ombudsman Service.</p> <p>Following transition, we will work to ensure provider websites are updated to reflect the appropriate process.</p>

		All patients have a right to make a complaint and a right to fair treatment.
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