



Salford

Clinical Commissioning Group

*7th Floor, St James's House
Pendleton Way
Salford
M6 5FW*

*Direct Line: 0161 212 4145
Email: Jeremy.tankel@nhs.net*

JT DAW
4 July 2019

Delana Lawson
Chief Officer
Healthwatch Salford
Old Town Hall
5 Irwell Place
Eccles
M30 0FN

Dear Delana,

Re: Healthwatch Salford – Access to General Practice Report

I am writing to you in my capacity as Medical Director and Chair of the Primary Care Quality Group for Salford CCG. At our meeting on 27th June 2019, the Group considered a CCG paper which highlighted the work undertaken by Healthwatch Salford in relation to access to GP appointments across the City. I was very impressed with the quality of the Healthwatch Salford Report and I would like to congratulate Healthwatch Salford for this piece of work, in understanding the challenges our registered population face in accessing appointments in general practice. Moreover, I am also aware of the fact that individual reports were generated and sent to practices, specifically about their own responses.

In respect of the individual practice reports you have shared with practices, it is the CCG's expectation that practices will use the report on their individual practice to triangulate this information with other pieces of patient experience data, such as the 'Friends and Family Test' (FFT) and the National GP Survey to identify improvements that should be made within their practices.

I am aware that the CCG's Quality Team has already shared verbal information with Healthwatch Salford regarding the next steps against each of the recommendations made within your report. I would like to take this opportunity to formalise this, as detailed in Appendix 1 to my letter. I am informed that Healthwatch Salford will be producing an addendum to the report which is published on your website that will include feedback from practices. With regards to this, I would ask that the information I have provided within Appendix 1 is used to demonstrate the work already underway, as well as planned to take place in the coming months by the CCG to progress the issues identified by Healthwatch Salford.

In addition, I am informed that in the spirit of close partnership working, personnel from Healthwatch Salford have cyclical 1-1 meetings with CCG personnel. Therefore, I have tasked the CCG's Quality Team to keep Healthwatch Salford updated on progress against each of the recommendations during the cyclical 1-1 meetings. I trust that this will be a satisfactory way forward.

Should you wish to discuss this letter, or the Appendix in further detail, please do not hesitate to contact Denise Wright – Personal Assistant, or alternatively a member of CCG's Quality Team via the contact details above.

Warm regards.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'J Tankel', with a large, sweeping flourish above the name.

Dr J Tankel
MBChB, FRCS, FRCGP, DMJ
Medical Director Salford CCG

CC:
Sue Harris – Lead Nurse Quality Assurance & Improvement
Lisa Best – Quality Assurance Manager
David Dobson – Quality Assurance Manager

Enc:
Appendix 1 – Salford CCG Recommendations and Next Steps – Healthwatch Salford Access to General Practice
Report – Primary Care Quality Group June 2019