



**HEALTH OVERVIEW AND SCRUTINY COMMITTEE –
WEDNESDAY 15 JUNE 2022**

QUESTIONS SUBMITTED UNDER STANDING ORDER 34

The following question is to be put to the Chairman of the Health Overview and Scrutiny Committee:

1. Question by Giuliana Foster

What actions will the Scrutiny Committee and CCG/ICS leads be taking to improve performance of the South Leicestershire Medical Groups GP practices following patient complaints and the CQC report?

Reply by the Chairman:

Health Scrutiny Committees do not have the power to take direct action regarding health services such as GP Practices, however, the Committee can try and influence health providers and make suggestions for improvements. The Committee uses Care Quality Commission (CQC) reports to aid scrutiny of particular services and identify areas of concern. The Committee can request that the providers of those services attend public Committee meetings and answer questions. For example, today's meeting has an agenda item relating to Primary Medical Care in Leicestershire and a representative from the Clinical Commissioning Groups (CCGs) will be attending to explain what is being done to improve Primary Care in Leicestershire. I expect there will be further agenda items on Primary Care in the future.

With regards to the particular issue of the South Leicestershire Medical Group I have sought information from the CCG in relation to this and they have provided me with the following response:

“The practice has taken on board the concerns raised by its patients and areas of improvement as identified in the Care Quality Commission report. Both the practice and the CCG, which is committed to supporting the practice, are pleased to note that the CQC report rated the practice as good in the caring domain and that staff treated people with kindness respect and compassion, while recognising that there are still further improvements to be made.

The practice has developed a robust improvement plan based on the CQC findings, which demonstrates a clear commitment by them to address the issues raised. It is recognised by all parties that that the plan will take some time to fully complete and for the actions to become

embedded, although there are some areas which will require quicker action. The CCG, our Clinical Lead and our Quality team will continue working proactively with the practice to help them deliver the plan and, once delivered, support them further to ensure improvements are sustained.

Telephone access and general appointment availability are particular concerns that have been clearly highlighted by patients. The CQC did note that improvements had started in these areas, whilst recognising that there remains scope for further work.

Meanwhile, the CCG engagement team is providing additional support to the practice, including through with its Patient Participation Group, to ensure that patients remain involved in the improvement journey.”