



Patient Participation Group

Tabled Questions for meeting 09th November 2015

1. **What is the policy regarding Lambeth practices' patients who live across a borough boundary e.g. in Southwark, being referred to the district nursing service please?**
 - *We refer all registered patients to a central District Nursing service and they allocate accordingly*

2. **With regard to free NHS health checks being offered to people aged between 40 and 74 once every five years, what is the Practice's procedure for carrying out these checks, given the lack of appointments available?**
 - *This is managed by Lambeth CCG: they send letters in batches to all patients meeting the criteria. We have contacted them on several occasions asking them to delay letters as we do not have the resource to cover the numbers being invited. We normally offer appointments on a Tues AM, Wed PM but these appointments are booked very quickly. The letter which is sent to patients contains details of pharmacies and other walk in centres that offer this service*

3. **In November 2014 the NHS advisory board said that GPs should nearly double the number of patients referred to hospital for cancer tests. Is there a conflict between this advice and the policy of NHS Lambeth Clinical Commissioning Group to offer payments to practices for moving towards (national) average referral rates by reducing the number of patients referred to hospital?**
 - *Please see the statement from Lambeth CCG (<http://www.lambethccg.nhs.uk/news-and-publications/news/Pages/GP-referrals.aspx>)*
 - *Specifically, this scheme was designed by clinicians with significant input from local GPs and is about improving the quality of referrals, not reducing them. The scheme is based on evidence of best practice in managing variation in referrals. The CCG actively encourages prompt referrals via agreed two week pathways for patients who present with symptoms that might indicate cancer.*

4. **If cancer patients are excluded from the Lambeth CCG incentive payments, but other patients are included, what are the views of the practice about this payment scheme?**
 - *The practice supports the CCG initiative for improving referral quality. Compared to other parts of the country where Referral Management Centres have been introduced (often at great expense) the scheme in Lambeth allows for those clinicians who know the patient best to ultimately decide which patients are referred.*
 - *The practice has its own referral management scheme in place which includes a daily referral management meeting, where patients are discussed by all the doctors present and where management plans (including possible referral) are discussed and agreed.*
 - *A monthly Referral Audit meeting has recently been re-introduced that looks at outcomes from referrals and shares anonymised lessons learned from individual cases with the rest of the referring clinicians.*