

## Primary care commissioning committee (PCCC) meeting Questions received from the public with responses from the CCG

MEETING DATE: 8/9/2021

This question was received prior to the meeting taking place, with the response document then published on the CCG's website and also emailed to the individual who submitted the question. Where a question was raised on behalf of a group, the person's name is listed below; where the person did so as an individual, then their name has not been published.

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| <p><b>Question 1</b></p> <p>From a member of the public</p> | <p><b>Question:</b></p> <p>Any idea when we can go back to real meetings? I mean physical meetings!</p>                                                                                                                                               |
| <p><b>Response</b></p>                                      | <p>In order to continue to keep the public and our staff safe, the CCG's formal meetings which are held in public – including the PCCC – will continue to be held using Teams Live. However, these arrangements will be kept under active review.</p> |
| <p><b>Question 2</b></p> <p>From a member of the public</p> | <p><b>Question:</b></p> <p>There are many things happening within the NHS at the moment that are way below the standard they set themselves!<br/>When are live meetings coming back?</p>                                                              |
| <p><b>Response</b></p>                                      | <p>In order to continue to keep the public and our staff safe, the CCG's formal meetings which are held in public – including the PCCC – will continue to be held using Teams Live. However, these arrangements will be kept under active review.</p> |

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| <p><b>Question 3</b></p> <p>From a member of the public</p> | <p><b>Question:</b></p> <p>It was pleasing to see that such care is being taken over the changes at New Mil Street Surgery and and Dr Thavapalan and Partners contract. Can the PCCC ensure that equal care will be taken over the AT Medics surgeries in South East London, which are now in the hands of Operose. Given that AT Medics offered assurance that there would be no change to personnel, but within two months of the new contract the AT Medics directors had resigned en masse, and given that both North Central CCG and North East CCG are looking closely at the Operose GP practices in their areas can the PCCC reassure us that the Operose Surgeries in South East London will be closely monitored?</p> |
| <p><b>Response</b></p>                                      | <p>The NHS makes sure that all health services, including those provided by all GP practices - including AT Medics Ltd - are safe and provided to a high standard by monitoring the services they are providing. In addition, all health services providers are regulated and inspected by the Care Quality Commission to ensure they meet fundamental standards of quality and safety and take action where they do not.</p>                                                                                                                                                                                                                                                                                                   |
| <p><b>Question 4</b></p> <p>From a member of the public</p> | <p><b>Question:</b></p> <p>Given that questions may only be raised if they relate to an upcoming agenda, does the SEL CCG / PCCC find it acceptable that the notification of the agenda is only posted online and distributed late on a Friday afternoon. Mine arrived at 15.37. It has a closing time of 12 noon - 2½ days later on Monday 6th September?</p>                                                                                                                                                                                                                                                                                                                                                                  |
| <p><b>Response</b></p>                                      | <p>The CCG accepts that this was an unreasonable delay, for which we apologise. Going forward, we will work to getting such notifications out as soon as the agenda and papers are placed on the website.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

No questions were submitted during the PCCC meeting.