

**REPORT FOR: HEALTH SCRUTINY
SUB- COMMITTEE**

Date:	7 December 2010
Subject:	Performance of GP Out-of- Hours Service
Responsible Officer:	Alex Dewsnap, Divisional Director Partnership Development and Performance
Scrutiny Lead Member area:	Councillor Ann Gate, Policy Lead Member – Health and Social Care Councillor Vina Mithani, Performance Lead Member – Health and Social Care
Exempt:	No
Enclosures:	Appendix A: Patients Association Investigation Appendix B: Letter from scrutiny health leads Appendix C: Response letter from former Chief Executive, NHS Harrow

Section 1 – Summary and Recommendations

This report provides a background and an update on the out-of-hours service in the borough.

Recommendations:

Councillors are requested to:

- I. Consider and comment on the details of the brief and background documents
- II. Decide on a way forward and next steps in respect of how to address the issues set out.

Section 2 – Report Background

Harrow GP Out-Of-Hours Service

Earlier in March 2010, it came to light that the GP out-of-hours service in Harrow was rated sixth worst in the country and almost a fifth of patients who use the GP services rated it “poor” or “very poor” according to figures obtained by the Patients Association (investigation attached appendix A). The survey followed the death, in 2008, of David Gray, who died following treatment by a German doctor with no experience as an NHS GP but was covering out-of-hours service.

Following news of the poor results, the adult health and social care leads at the time then wrote to NHS Harrow, raising their concerns about the out-of-hours service (attached in appendix B). This was followed by a response from the former Chair of NHS Harrow at the time, Dr Sarah Crowther (attached in appendix C).

On 18 November, the Chairman of the Health sub-committee and health leads met with the Chairman of NHS Harrow to get an update on the progress with regards to the GP out-of-hours service. The Chair of the health sub-committee and the health leads were informed that they were due to meet with Harmoni who held the out-of-hours contract with NHS Harrow on 19 November and so were unable to update them on progress at the time.

Financial Implications

There are no financial implications associated with this report

Performance Issues

There are no specific performance issues associated with this report.

Environmental Impact

There are no environmental issues associated with this report.

Risk Management Implications

There are no risk management implications associated with this report.

Corporate Priorities

The contents of this report relate to the following draft corporate priorities:

- Supporting and protecting people who are most in need
- United and involved communities: a Council that listens and leads

Section 3 - Statutory Officer Clearance

Not necessary for this report.

Section 4 - Contact Details and Background Papers

Contact:

Fola Irikefe
Scrutiny Officer
020 8420 9389

Background Papers:

Patients Association Investigation

Letter from scrutiny health leads

Response letter from former Chief Executive, NHS Harrow