

Overview and Scrutiny Committee Chairman Councillor Stanley Sheinwald

> 18<sup>th</sup> March 2010 Our ref:

Dr Sarah Crowther Chief Executive NHS Harrow The Heights Fourth Floor 59-65 Lowlands Road Harrow HA1 3AW

Dear Sarah

## **OUT-OF-HOURS GP SERVICE**

We were concerned to read earlier this week of the results of the National GP Patient Survey which suggests that satisfaction with out-of-hours GP services in Harrow is amongst the sixth lowest in the country. This is entirely unacceptable to us and we would welcome your comments on the survey results. In particular, we would like to know whether you were aware of this chronically low satisfaction rate and what plans you have put in place in order to address it.

The next and final meeting of the Overview and Scrutiny meeting for this administration will take place on 13<sup>th</sup> April. We should be grateful if you could provide us with a written response to this letter in time for this meeting in order that we can discuss the issue further with the committee and make recommendations to our successor body as to how they might investigate this further.

With best wishes

Yours sincerely

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Councillor Vina Mithani Scrutiny Policy Lead Councillor Adult Health and Social Care

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Councillor Rekha Shah Scrutiny Performance Lead Councillor Adult Health and Social Care

Scrutiny is an independent, councillor-led function, working with local people to improve services address Harrow Council, Civic Centre PO Box 57, Station Road, Harrow, HA1 2XF tel 020 8420 9387 email scrutiny@harrow.gov.uk web www.harrow.gov.uk/scrutiny fax 020 8420 9254