

18th March 2010

Our ref:

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

Dear Sarah

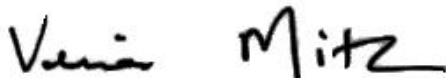
OUT-OF-HOURS GP SERVICE

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 13th 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



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



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