

Health Overview and Scrutiny Committee – 14 March 2023
Public Representations

Name	Representation	Response
<p>Keith Smith</p> <p>14 March 2023</p>	<p>Agenda item 5: Out of Hours (Practice Plus Group) Service</p> <p>In view of the sustained and significant flaws the Care Quality Commission has identified in Practice Plus Group's operation of 'Out of Hours' GP services throughout the county, does the Health Overview and Scrutiny Committee share my own views? That:</p> <p style="padding-left: 40px;">a) Those at NHS Gloucestershire, the contractor - be it those on its CMB (Contract Management Board), charged with a tactical role of governance, but apparently oblivious to performance indicators; or those with strategic oversight, of sufficiency, safety and cost-effectiveness of our healthcare provision, on its ICB (Integrated Care Board) - have shown themselves incapable of bringing a solution to bear. And should either be reconsidering their positions - or having them reconsidered for them.</p> <p style="padding-left: 40px;">b) NHS Gloucestershire's extended, benign tolerance of a private partner (the aforesaid PPG) whose level of performance (in terms, for example, of staffing levels) has been not just below standard, but legal requirements, also, should forthwith give way to cancellation of the contract, and transfer to a different service provider</p>	

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	c) Somewhere here there is a case for referral of the Practice Plus Group to Health and Safety. Who will act?	
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<p>Ela Pathak-Sen</p> <p>14 March 2023</p>	<p>Agenda item 5: Out of Hours (Practice Plus Group) Service</p> <p>Given the most recent CQC report on the Gloucestershire Out of Hours service, how aware were the commissioners and Health Overview and Scrutiny Committee about the issues identified by the CQC, especially since similar issues were raised in the 2021 inspection? What actions were taken?</p> <p>Is it time for the Out of Hours service to come back under the direct management of the NHS and truly integrate with all out of hours urgent and emergency services across the county?</p>	

13 March 2023