



## TABLED QUESTIONS FOR MEETING 23 MAY 2016

**1. "Could the Practice describe the policy and procedures for interpreting and translating for patients, and how much do these facilities cost the Practice in terms of each session and in the course of a typical year?"**

We are a practice operating in a multicultural community where many patients require the assistance of interpreting services. For doctors and nurses, the requirement of an interpreter (whether it be one we provide, or a friend/relative of the patient) means that the appointment must be double the length of a normal appointment.

Where possible, we book face to face interpreters as this is particularly important for "hands-on" consultations (e.g. injections). We also provide face-to-face interpreters for patients using British Sign Language and telephone interpreters where appropriate.

Lewisham CCG hosts the service on behalf of Lewisham, Lambeth and Southwark CCGs. Any payments for the services used through GP practices are paid by their CCG, albeit indirectly via Lewisham who holds the contracts. We do not currently know the cost for each session, but this information has been requested.

We are reviewing our support for patients with communication needs as part of the new Accessible Information Standards, which need to be in place by 31/7/16.

**2. "Could the Practice please expand on the statement: "Support the Junior Doctors: Protect the NHS' (on the posters inside the Practice) so that patients have a clearer understanding of the Practice's view on the current dispute?"**

The practice does not have a formal position on its support for the current junior doctor's dispute. Any individual doctors are free to express their own opinion to patients (providing they do so in a polite and non-confrontational way) and they have been allowed to place posters on their own doors.

**3. How does the practice feel about the government's plan for 7 day surgeries? In the light of the four day break over Easter, how many patients attended SELDOC?**

The practice is compliant with all its contractual requirements. At present, there is not a contractual requirement to open on a Sunday so this has not been debated/discussed formally. Local evidence shows that Lambeth GP Access Hubs (extended access surgeries) are used least on a Sunday, in particular the South East London Hub.

Records show that 95 patients sought advice from SELDOC over the Easter Weekend, which is an average of 23 per day, over the four-day period. The average weekend SELDOC rate for the year to May 2016 was 17 per day. So, the net "Easter effect" was to increase SELDOC consultation rates by 6 patients per day.

**Dr Stephen Miller  
May 2016**