



TABLED QUESTIONS FOR MEETING 17 JULY 2017

1. **The digital display has been telling patients for some time that a small increase has been made to charges for non NHS work done in the practice. How much non NHS work is done, what is it and what proportion of the Doctors week is given over to it?**

Non NHS work is administrative tasks that are not covered by general NHS medical services. This work is added to the end of surgery lists on the doctor's front desk screens; so that this does not impinge on clinical time.

The time a doctor would spend on these tasks varies. We try to adhere to a 10 working day turn around for these requests.

These are some examples of Non-NHS work:

- Fit to fly certificates for airline
- Registration confirmation letters for immigration
- Power of attorney forms
- Claim forms for travel insurance
- GP report for life assurance
- Occupational health questionnaires for universities
- Occupational health reports for employers
- Health questionnaires for OFSTED
- Medical records for solicitors
- Medical reports for solicitors
- Fitness certificates (cycling races etc)
- Letters in support of blue badge applications
- Letters in support of housing
- Exercise forms for gyms
- DVLA questionnaires (fitness to drive)
- Pension forms
- Various letters as requested by patients

The above list does not include urgent requests for child protection information, incapacity for work forms (for which we do not receive payment) and various benefits agency requests etc.

2. **The notice by the Walk and Wait check-in desk which lists the GPs for that day's clinic also identifies which GP is the team leader. What is the role of the 'team leader' and should patients infer anything about likely waiting times to see this particular GP?"**

The team leader's role is to oversee the GP team for the day, they monitor demand and allocate various tasks such as home visits. The team leader is also the first port of call for reception staff queries. They also answer the calls that come through on the telephone advice line (TAL). If a patient wants to see a GP who happens to be the team leader for the day, reception staff will inform the patient that there is likely to be a longer wait to see that particular GP. Team leaders do not see patients on a **Monday morning**, due to the volume of calls we receive.

Dr Stephen Miller
July 2017