

## LEWISHAM CCG

### GOVERNING BODY PUBLIC PRE-MEETING

13<sup>th</sup> NOVEMBER 2014, 9.00-9.30am

#### From the Governing Body:

Dr Marc Rowland, CCG Chair  
Diana Robbins, Lay Member  
Dr Tan VanDal, Secondary Care Doctor  
Dr David Abraham, Senior Clinical Director  
Rosemarie Ramsay, Lewisham Healthwatch

#### From the CCG:

Susanna Masters, Corporate Director  
Charles Malcolm-Smith, Head of Strategy & Organisational Development (notes)

#### Also in attendance:

Miriam Long (Lewisham Healthwatch)  
Kelly Scanlon, Communications Lead (South East CSU)

#### One member of the public attended.

#### Question 1

With the establishment of the Referral Support Service, will anything stand in the way of a GP referral – is a GP going to be stopped by another clinician or administrator in making a referral for their patient?

#### *CCG Response*

*There will be no ruling by the service that would stop a referral. It is a support service to ensure better referrals, not block them. GPs were initially cautious but have seen the positive experience of other boroughs.*

**Follow-up Questions:** Does the Referral Support Service allow patient choice? Does it introduce a delay? When does referral time start? This is a 2 year pilot, will you collect the views of patients?

#### *CCG Response*

*The menu of choice of providers for patients will be exactly the same.*

*Experience shows that referral letters are provided quicker and that it can lead to a more consistent approach. There is no effect on 2 week wait or emergencies. The level of urgency for referral can also be increased through the process. The referral time starts when the GP refers through the referral support service.*

*Patient experience will be included in the evaluation of the 2 year pilot.*

## **Question 2**

The National Audit Office has produced a report on the likelihood of achieving savings through the Better Care Fund, how are plans progressing in Lewisham?

### *CCG Response*

*Our September Better Care Fund submission is fully aligned with our proposed commissioning intentions. For Lewisham, and across the country, the Better Care Fund is bringing existing money together to commission more effectively and efficiently. The evidence is not clear cut that integration in itself will bring about savings, but improvements to quality, patient experience and staff satisfaction have been shown. So there is no doubt integration is the best way to provide better care. Our strong relationships with the local authority put us in a strong position to produce effective Better Care Fund plans.*