

## Paper 2

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Clare Dalby, Site Manager,  
Lakeside Healthcare Stamford

By email: 14 April 2021

Dear Clare,

In recent weeks Rutland patients registered at Lakeside Healthcare, Stamford, have alerted Healthwatch Rutland to three concerns:

### **Telephone response times**

Healthwatch Rutland contacted Lakeside Healthcare, Stamford on 8<sup>th</sup> January 2021 on behalf of Rutland residents who attend your practice as we were receiving reports about long wait times for telephone calls to be answered. In reply, on the 20<sup>th</sup> January, the practice assured us this was being monitored and addressed by employing two more receptionists. We have since had further reports of deteriorating call response times. Could you therefore please update us on the situation and your plans to ensure patients telephone calls receive a quick response?

### **Car parking fines**

We are informed that patients who fail to register their car at the Sheepmarket surgery reception will now incur parking fines. It is our understanding that this information has been communicated to patients electronically. Unfortunately, patients who do not access the internet or who enter the surgery without passing through reception, may thus be unaware of this new change to previous parking arrangements. This has led to a fine being imposed on a patient who was unaware of the new arrangements. Can you advise us how you plan to ensure that **all** patients are informed of this change to the parking arrangements and how the charges can be appealed by patients who feel them to be unfair due to lack of information from the practice?

### **The Patient Participation Group (PPG)**

We are concerned to hear that the Lakeside Patient Participation Group is no longer in operation and patients from Rutland thus do not have any representation with the practice. Can you please let us know your plans for re-establishing a Patient Participation Group, the provision of which is a requirement of General Practice contracts?

We would welcome an early reply to our questions.

Yours Sincerely,



Dr Janet Underwood PhD  
Chair, Healthwatch Rutland

CC: Sarah Fletcher, CEO Healthwatch Lincolnshire  
Rachna Vyas, Leicester, Leicestershire and Rutland CCGs