

Health Scrutiny Sub-Committee

3 October 2005

Durham and Chester-le-Street PCT – Quarterly Report from the Patient Advice and Liaison Service



Report of Head of Overview and Scrutiny

Purpose of Report

1. To explain the latest quarterly report from the Patient Advice and Liaison Service (PALS) Service relating to the Durham and Chester-le-Street Primary Care Trust.

Background

2. The Durham and Chester-le-Street Primary Care Trust PALS report for the period 1st January 2004 to 31st March 2005 indicates a number of key themes which may be of interest to the Health Scrutiny Sub-Committee. The themes were:-
 - Dental Services – there has been a steady number of contacts in relation to obtaining NHS Dental GP Registration and/or emergency treatment (30).
 - Access to GP appointments – there have been nine cases in relation to access to GP appointments, five of which were resolved almost immediately following liaison with the relevant practice manager.
 - Access to PCT Services – there have been seventeen cases of various nature across a number of PCT services including podiatry, physiotherapy and equipment. There were three wheelchair issues about the delay in receipt of equipment which were resolved as a result of a small non-recurring allocation being agreed.
 - Therapy Services – two issues were highlighted in relation to physiotherapy services relating to appointment system problems. Both issues were actioned.
 - Attitude – three issues were raised about the attitude of staff.

Recommendation

3. You are asked to note this report.

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