

Dear

FREEDOM OF INFORMATION – CRAIGLOCKHARD MEDICAL GROUP

I write in response to your request for information in relation to Craiglockhart Medical Group, which operates a GP practice in NHS Lothian.

Question:

1. Does Craiglockhart Medical Group, have sufficient landlines to handle incoming and outgoing calls at the am morning peak calling time? Why is there not a Queuing system with callers being advised as to their position in the queue?

Answer:

Craiglockhart Medical Group is an independent GP practice and as such is responsible for its own arrangements, including telephone systems.

GP practices are independent contractors of NHS Lothian, and NHS Lothian does not hold this information about their infrastructure. GP practices are individually subject to the Freedom of Information (Scotland) Act, so you may make your request for information direct to them.

Question:

2. Is there a League Table of GP practices, as regards complaints and performance, and service to patients? Assuming so, how does Craiglockhart Medical Group compare with other Edinburgh City Practices?

Answer:

There is no regularly maintained league table of GP practice performance and complaints. The Health and Care Experience Survey is an online and postal survey sent to a random sample of people registered with a general practice in Scotland and uses measures to compare practices, but is not intended to rank practices in overall order. The results are published on Public Health Scotland's website here:

<https://publichealthscotland.scot/publications/health-and-care-experience-survey/health-and-care-experience-survey-2022/introduction/>

Questions:

3. How many full time Doctors are employed at the Group?
4. How many part time Doctors are employed at the Group?

Answer:

GP practices are not contractually obliged to provide the Health Board with the number of GPs or sessions in the practices, and therefore NHS Lothian does not hold this information. You can request this directly from the Practice.

According to our prescribing records, there are 3 partners and 4 practices salaried GPs working at the Practice.

Questions:

5. How many of the latter also have part time employment in private medical or care work?
6. How many appointments are available daily?
7. and what ratio is this to their overall patient numbers in this practice
8. How does that compare with other City Practices?
9. On a number of occasions Craiglockhart Medical Group has sent SMS messages to its patients advising that limited doctors were available and requesting them to use other resources or come on later days. How do the Frequency of these SMS messages compare with other practices?
10. How many 'incidents' are recorded resulting from a of lack of appointments, or Doctors being unavailable?

Answer:

NHS Lothian does not hold this information. You can request some of this information directly from Craiglockhart Medical Group under the Freedom of Information (Scotland) Act.

Question:

11. Is Craiglockhart Medical Group advised By NHS Lothian that appointments should be limited and if so in what circumstances?

Answer:

NHS Lothian does not advise GP Practices that appointments should be limited, but asks that Practices advise the Board if capacity is restricted. The circumstances under which restrictions can be put in place can include significant staff sickness or increased daily

demand which means that there needs to be a pragmatic approach to allow for ongoing triage of cases and allow practices to prioritise demand and need.

I hope the information provided helps with your request.

If you are unhappy with our response to your request, you do have the right to request us to review it. Your request should be made within 40 working days of receipt of this letter, and we will reply within 20 working days of receipt. If our decision is unchanged following a review and you remain dissatisfied with this, you then have the right to make a formal complaint to the Scottish Information Commissioner within 6 months of receipt of our review response. You can do this by using the Scottish Information Commissioner's Office online appeals service at www.itspublicknowledge.info/appeal. If you remain dissatisfied with the Commissioner's response you then have the option to appeal to the Court of Session on a point of law.

If you require a review of our decision to be carried out, please write to the reviewer at the address at the top of this letter. The review will be undertaken by a Reviewer who was not involved in the original decision-making process.

FOI responses (subject to redaction of personal information) may appear on NHS Lothian's Freedom of Information website at: <https://org.nhslothian.scot/FOI>

Yours sincerely

ALISON MACDONALD
Executive Director of Nursing Midwifery and AHPs
Cc: Chief Executive