

Healthwatch was established in 2013 in accordance with the Health and Social Care Act 2012.

Within this legislation [Arrangements to be made by relevant bodies in respect of local Healthwatch Organisations Directions 2013] Healthwatch has a right to a reply within 20 working days to Reports and Recommendations submitted by Local Healthwatch to a service provider.

Report & Recommendation Response Form

Report sent to	Vanita Bhavnani
Date sent	9 October 2025
Report title	Enter and View visit to Herne Hill and Minet Green GP practices

Response (If there is a nil response, please provide an explanation for this within the statutory 20 days)

Date of response provided:	
Response: 1. Please outline your general response to the report and what you are currently doing to address some of the issues identified.	<p>Thank you for sharing the recent insights into patient experiences. It's encouraging to see the overall positive feedback, which is a testament to the hard work and dedication from practices, in delivering high-quality care.</p> <p>At the same time, we recognise that there are always opportunities to improve. The feedback has highlighted some areas, where practices can further enhance the patient journey, and we are committed to addressing these constructively.</p> <p>We also look forward to continuing learning through future Enter and View visits. These opportunities are invaluable in helping to better understand patient perspectives and refine services accordingly.</p>
2. Please outline what actions you will undertake as a result of the report's findings and recommendations	<ul style="list-style-type: none"> • Review of interpretation services with commissioners • Review of our out-of-hours provision and how this service operates relative to other offerings • Raising the estates issues identified in the report with estates colleagues • Determine if other practices may benefit from a similar report
Signed	Anna Marcus
Name	
Position	Associate Director of Primary and Community Care (Lambeth)

Please return this form to:

Folake Segun, Healthwatch Lambeth

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