

TITLE OF REPORT: Review of GP Access – Third Evidence Gathering Session

REPORT OF: Alison Elliott, Interim Strategic Director, Care, Wellbeing & Learning

Summary

Care, Health & Wellbeing Overview and Scrutiny Committee agreed that the focus of its review in 2015/16 would be GP Access. This report sets out the arrangements for the third evidence gathering session of the review which is being jointly led by the Council, NHS England and Newcastle Gateshead NHS CCG with input from Healthwatch Gateshead.

Background

1. The Committee agreed the scope of the review of GP Access at its meeting on 15th September as well as the process and timetable for the review (re-attached as appendix 1).
2. This report sets out the arrangements for the 3rd evidence gathering session of the review which is focusing on GP Access and quality of care in the broader context of service developments/initiatives relevant to the review topic.

Third Evidence Gathering Session

3. The third evidence gathering session consists of the following components:

Presentation by Jane Mulholland, Director of Delivery & Transformation, Newcastle Gateshead CCG and Helen Lumley, Chief Executive of Community Based Care

The presentation will set out the national context arising from the Forward View and recent NHS Planning Guidance as well as the local context from the CCG's Primary Care Strategy for High Quality and Sustainable General Practice 2016-19. Consideration will then be given to the following issues and how they impact on access to GP services and the quality of care:

- IT
- Workforce
- Estates

- 7 Day Services
- Prime Ministers Challenge Fund
- Inter-practice referrals and other initiatives being taken forward through Gateshead Community Based Care Ltd.

Questions and discussion of the issues raised

Committee will then have an opportunity to pose questions and discuss the evidence which has been presented.

Site Visits to GP Practices

4. Following on from the two site visits already undertaken to Trinity Square Health Centre and Oxford Terrace practices, arrangements are being made for the two remaining site visits to:
 - CCG headquarters at Riverside House, Newburn in order to be taken through the CCG's 'Visibility Wall' which has been developed to provide an overview of its work on improving the quality care. As part of the visit, links will be made with the committee's review topic.
 - A GP practice to observe a patient engagement forum meeting.
5. Dates for the sites visits will be circulated to Members when they have been arranged.

Healthwatch Gateshead Report – GP Access and Out of Hours Provision Survey 2015

6. The Committee has already had a presentation from Healthwatch Gateshead on the findings of its own survey on GP Access and Out of Hours Provision at the first evidence gathering session on 20th October 2015. At the meeting, Healthwatch agreed to provide Members with a copy of its report when this became available. The report is attached at appendix 2 and will be added to the evidence base of the review.

Recommendations

7. Overview and Scrutiny Committee is asked to:
 - (i) Note the information set out in this report.
 - (ii) Consider the evidence and issues raised.

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Review of GP Access – Process and Timeline

The key stages and timeline for the Review of GP Access is set out below.

Stage 1

The scope of the review should firstly be agreed by Cabinet and the relevant Overview and Scrutiny Committee. The recommendations of Advisory Groups may also be considered if appropriate.

OSC Meeting

- 15th September 2015 – Scoping report to be considered by Overview and Scrutiny Committee

Stage 2

Evidence may be gathered by the Overview and Scrutiny Committee making visits as necessary or inviting people and organisations to give evidence before it. Relevant Strategic Directors and the Chief Executive will assist the Overview and Scrutiny Committee as necessary. The evidence gathered by OSC will be written up by officers.

OSC Meetings

- 20th October 2015 – this will focus on core issues relating to ‘Access’ to GP services, drawing on survey findings and other evidence as required on GP appointments, opening hours, out-of-hours etc.
- 1st December 2015 – this will focus on issues relating to the quality and experience of care.
- 19th January 2016 – this will focus on GP Access and quality of care in the broader context of service developments/initiatives relevant to the review topic.
- VISITS – the following site visits will be arranged:
 - In advance of its meeting on 20 October, OSC will be invited to visit a GP practice to see its backroom telephone and appointments system in operation. Also, as part of the visit to the practice, to look at opportunities and challenges linked to GP premises.
 - In advance of its meeting on 1st December 2015, OSC will be invited to visit CCG headquarters at Riverside House, Newburn in order to be taken through the CCG’s ‘Visibility Wall’ which has been developed to provide an overview of its work on improving the quality care. As part of the visit, links will be made with the committee’s review topic.

- In advance of its meeting on 19 January 2016, OSC will be invited to observe a patient engagement forum meeting at a GP practice.

Stage 3

The Overview and Scrutiny Committee will then meet to analyse the information and evidence gathered and prepare its conclusions.

OSC Meeting

- 1st March 2016 – OSC to analyse the evidence presented and to consider an Interim report.

Stage 4

Officers will then prepare a report on the issue based on the views of the OSC. Officers will submit this report to the next practicable meeting of the OSC to secure agreement that the report is a fair, accurate and complete reflection of the OSCs conclusions.

OSC Meeting

- 19th April 2016 – draft Final report to be considered by OSC.

Stage 5

The Chair of the Overview and Scrutiny Committee will then present this report to the Cabinet. The Cabinet may take note of the report, approve all or some of the report's recommendations or refer the report to full Council or to an Advisory Group for further consultation.

OSC Meeting

- May 2016 (subject to confirmation)