

TITLE OF REPORT: Review of GP Access – First Evidence Gathering Session**REPORT OF: David Bunce, Strategic Director, Care, Health & Wellbeing**

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 first 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 last 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 1st evidence gathering session of the review which is focusing on the core issues relating to 'Access' to GP services, drawing on survey findings and other evidence as required regarding GP appointments, waiting times, opening hours, awareness and use of online services, out-of-hours etc. It also provides relevant data from the GP Patient Survey for Gateshead which will be considered as part of the evidence gathering session.

First Evidence Gathering Session

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

Presentation by Dr. Neil Morris, Medical Director of Newcastle Gateshead CCG

Dr. Morris will set out the context relating to access to GP services within Gateshead, relevant contractual arrangements in place with GP practices and key findings from the recent NHS GP Patient Access survey for Gateshead. In presenting the key findings, comparator information will also be provided on how Gateshead practices compare with Gateshead and national

averages and previous patient access surveys. Other information and intelligence relating to the core issues of GP Access will also be provided.

In this way, Committee will be able to consider the findings for Gateshead practices within a local and national context as well as the direction of travel for key questions that were also included within previous GP Patient access surveys.

Presentation by Kim Newton and Andrew Moore, Healthwatch Gateshead

Kim Newton, Community Participation and Engagement Worker and Andrew Moore, Development Officer, Healthwatch Gateshead will present the findings of a recent survey carried out by Healthwatch Gateshead on access to GP services. The presentation will set out the background to the survey, the areas covered, how it was undertaken and key findings relating to appointment systems, out-of-hours provision, continuity of GP care, consultations with GPs etc.

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. As part of the evidence gathering stage of the OSC review, it has been agreed that committee members will have an opportunity to visit a GP practice in order to see its backroom telephone and appointments system in operation and to look at opportunities and challenges linked to GP premises. Site visits have been arranged as follows:

Trinity Square Health Centre – 12th October, 9am to 10am

Oxford Terrace – 2nd November, 9am to 10am

It is envisaged that the site visits will complement and add to the evidence base of the review and help to provide a fuller understanding of issues relevant to GP access.

The GP Patient Survey – Advance information of key findings

5. The GP Patient Survey is an independent survey run by Ipsos MORI on behalf of NHS England. The survey is sent out to over a million people across the UK and includes a number of questions relevant to the first evidence gathering session such as how easy or difficult it is for patients to make an appointment at their surgery, waiting times, satisfaction with opening hours etc.
6. The latest survey data is from the July 2015 publication, collected during July-September 2014 and January-March 2015. In advance of the presentations

that will be made to Committee, charts have been produced on key findings for Gateshead. These are attached at appendix 3 and include:

- Ease of making contact with local GP surgery by telephone
- Ease of making an appointment, convenience of appointment, waiting times
- Overall experience of making an appointment
- Awareness of and use of on-line services provided by GP surgeries
- Patient satisfaction with opening hours
- Patient views on additional opening times
- Out-of-hours services: ease of contact, timeliness of care provided and experience of care

7. A map of Gateshead GP practices is also attached at Appendix 2.

Second Evidence Gathering Session on 1 December 2015

8. The next evidence gathering session will focus on the quality of care provided, including patient experience of care and work that is taking place by NHS England and Newcastle Gateshead CCG working with GP practices across Gateshead.

Recommendations

9. Overview and Scrutiny Committee is asked to:

- (i) Note the information set out in this report.
- (ii) Consider the evidence and issues raised by Dr Neil Morris, Newcastle Gateshead CCG and Kim Newton, Healthwatch Gateshead.

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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.

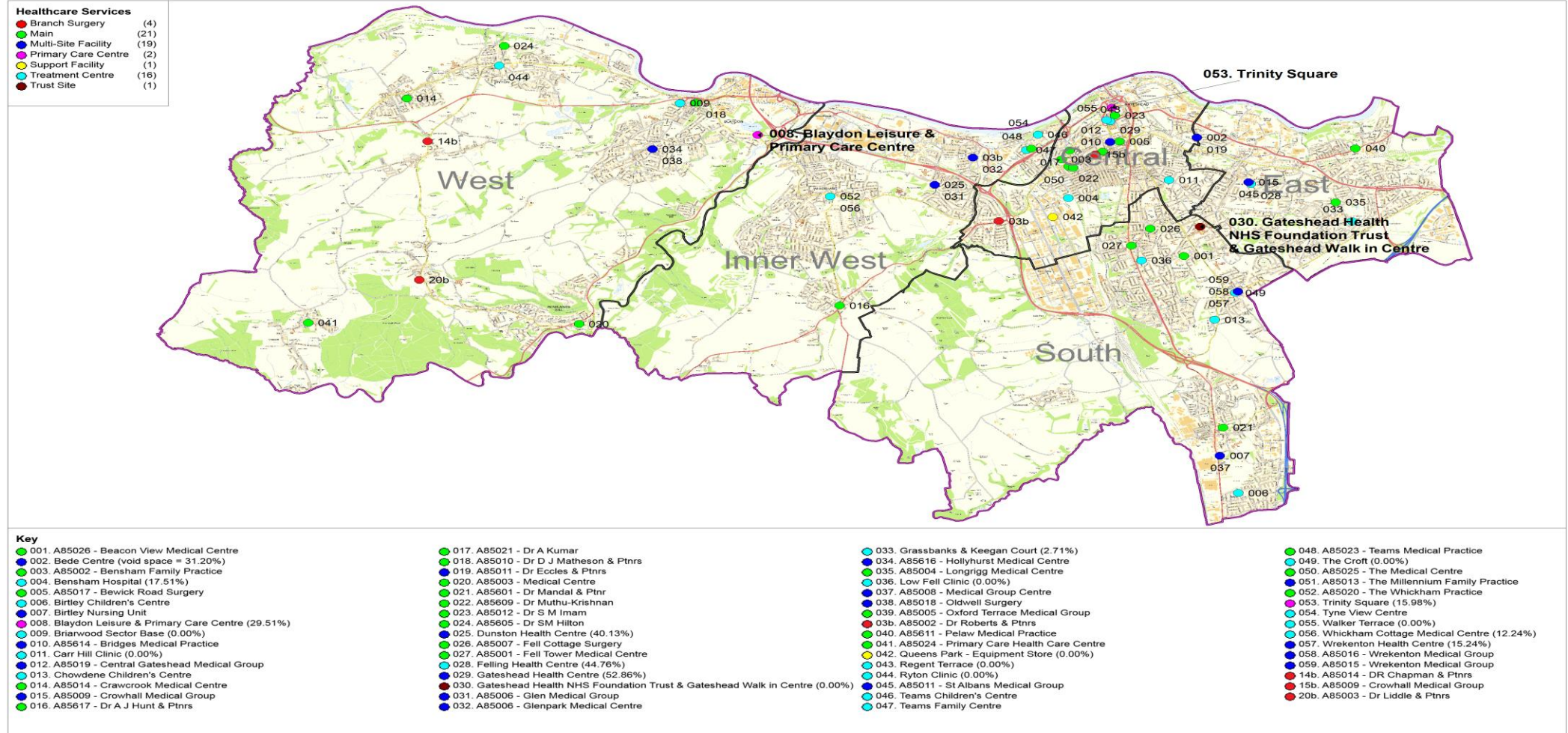
OSC Meeting

- May 2016 (subject to confirmation)

Appendix 2

NHS North of England Commissioning Support - Primary and Secondary Care Services - Gateshead (July 2015)

Source: NHS North of England Commissioning Support - Business Information Services



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Information on NHS GP Patient Survey Results

The attached charts summarises key findings from the GP Patient Survey (July 2015 report) relating to GP Access in Gateshead. It draws on aggregated data collected from July to September 2014 and January to March 2015.

Practice Number	Practice Name
Practice 1	FELL TOWER MEDICAL CENTRE
Practice 2	BENSHAM FAMILY PRACTICE
Practice 3	ROWLANDS GILL MEDICAL CENTRE
Practice 4	LONGRIGG MEDICAL CENTRE
Practice 5	OXFORD TCE & RAWLING RD MEDICAL GROUP
Practice 6	GLENPARK MEDICAL CENTRE
Practice 7	FELL COTTAGE SURGERY
Practice 8	BIRTLEY MEDICAL GROUP
Practice 9	CROWHALL MEDICAL CENTRE
Practice 10	CHAINBRIDGE MEDICAL PARTNERSHIP
Practice 11	ST. ALBANS MEDICAL GROUP
Practice 12	METRO INTERCHANGE SURGERY
Practice 13	MILLENNIUM FAMILY PRACTICE
Practice 14	CRAWCROOK MEDICAL CENTRE
Practice 15	WREKENTON MEDICAL GROUP
Practice 16	BEWICK ROAD SURGERY
Practice 17	OLDWELL SURGERY
Practice 18	CENTRAL GATESHEAD MEDICAL GROUP
Practice 19	WHICKHAM COTTAGE MEDICAL CENTRE
Practice 20	SECOND STREET SURGERY
Practice 21	TEAMS MEDICAL PRACTICE
Practice 22	CHOPWELL PRIMARY HEALTHCARE CENTRE
Practice 23	BEACON VIEW MEDICAL CENTRE
Practice 24	ELVASTON ROAD SURGERY
Practice 25	108 RAWLING ROAD(RAWLING ROAD PRACTICE)
Practice 26	PELAW MEDICAL PRACTICE
Practice 27	THE BRIDGES MEDICAL PRACTICE
Practice 28	HOLLYHURST MEDICAL CENTRE
Practice 29	SUNNISIDE SURGERY
Practice 30	GRANGE ROAD MEDICAL PRACTICE
Practice 31	BLAYDON GP LED PRACTICE