

**TITLE OF REPORT: Review of GP Access – First Progress Update  
Report****REPORT OF: Interim Strategic Director, Care, Wellbeing & Learning**

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**Summary**

This report provides the first update to Care, Health & Wellbeing OSC on progress made against recommendations and actions identified from the review of GP Access in Gateshead.

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**Background**

1. Care, Health & Wellbeing OSC focused its 2015/16 review on GP Access in Gateshead.
2. Access to GP services continues to be a key issue for local communities across the borough as a whole, whether from urban or more rural areas. The Committee received a significant amount of evidence as part of the review and undertook a series of visits to GP practices and other sites across the borough in order to scrutinise current arrangements in place, gain a better understanding of both the challenges and opportunities relating to GP access and the quality of care provided.
3. In particular, the evidence gathering sessions and site visits focused on:
  - Key issues relating to 'Access' to GP services, drawing on survey findings and other evidence on GP appointments, opening hours, out-of-hours etc.;
  - Issues relating to the quality and experience of care;
  - GP Access and quality of care in the broader context of service developments/initiatives relevant to the review topic.
4. Committee Members acknowledged the input of GP practices to the review and expressed their thanks to their practice managers. The Committee also expressed its thanks to Newcastle Gateshead CCG, NHS England Cumbria & North East, Healthwatch Gateshead and Gateshead Community Based Care Ltd. for their contributions to the review.

## Headline Findings

5. The Committee noted that a strong partnership approach is essential to ensure appropriate, timely and quality GP services can be accessed by Gateshead residents. Patients themselves also have a key role to play in providing feedback to their practice.
6. It was reported to Committee that Practice Action Plans are developed by all practices working with Newcastle Gateshead CCG and NHS England and are reviewed and updated annually. In continuing to develop these plans in the future, it was recommended that a specific focus is placed on ways individual practices can enhance access to GP services for their patients and actions that can be taken in this area. It was also noted that practice facilitators will continue to support practices in taking these actions forward.
7. The headline findings of the review acknowledged the opportunity to build upon existing work and continue the direction of travel set by local NHS Partners and GP practices themselves to enhance access to GP services in Gateshead. Progress against recommended priorities and actions to-date are set out below.

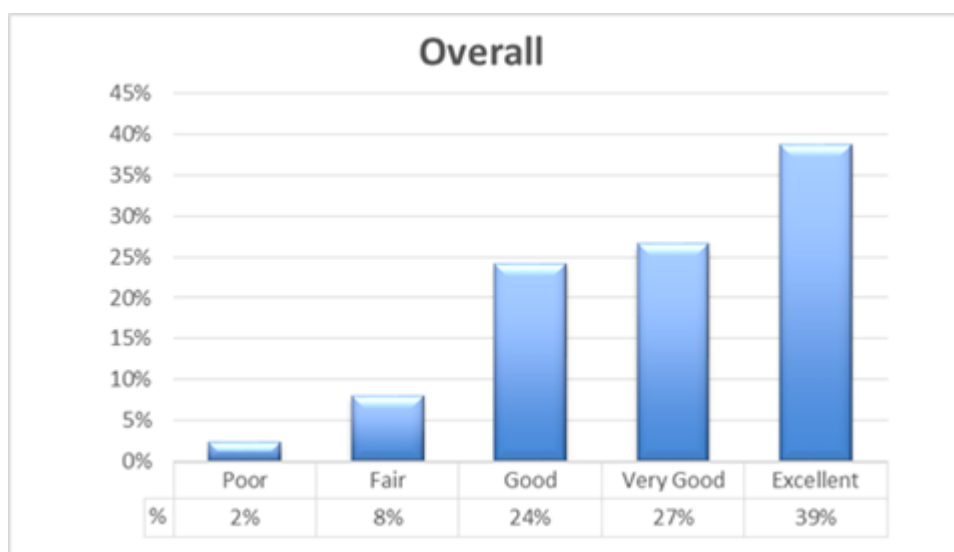
## Priorities and Actions

### Priority 1: Access & Appointments

Action	Progress
<b>Action 1.1:</b> Work with practices to ensure patients are aware of the different methods available to book an appointment and other options if an appointment is not available.	The national General Practice Patient Survey (GPPS) reports that booking of online appointment at the GP practice is up from 3.8% to 5% in the Gateshead area.
<b>Action 1.2:</b> Communicate and explain to patients with long term conditions the 'Year of Care' approach to promote self-care for patients and to signpost them to available support, such as Live Well Gateshead.	The long term conditions patient reference group is developing the communication materials for patients with LTCs. This will be reinforced at LTC appointments.
<b>Action 1.3:</b> Raise the awareness of patients of the scope to request a longer appointment if they feel it is necessary, so that appointments are less likely to overrun with a knock-on effect for other patient waiting times.	This is being actioned by practice managers through the Practice Managers group.

Action	Progress
<p><b>Action 1.4:</b> Improve patients' reported experience of out-of-hours services - compare data from the GP Patient Survey with GatDoc data, explore the variation further and address any issues identified.</p>	<p>The most recent national General Practice Patient Survey (GPPS) reports that overall (good) experience of out-of-hours service in the Gateshead area has increased from 55% to 70%.</p> <p>Overall satisfaction rates for the GatDoc out-of-hours service which have been compiled by Gateshead Community Based Care Ltd. show that 90% of respondents gave the out-of- hours-service a rating of Good to Excellent as at June 2016 (see <i>Figure 1</i> below).</p>
<p><b>Action 1.5:</b> Ensure patients have access to 7 day GP services. Continue to review data and the experiences of patients as a result of the Prime Ministers Challenge Fund initiative – working to implement 7 day access to primary care.</p>	<p>Patients continue to have access to Gateshead extra care appointments 7 days a week. The service at Trinity Square has now moved to Gateshead Health Centre, this has resulted in increased access from 8am to 8pm Monday to Friday, with continued access on Saturday and Sunday.</p>

Figure 1: Overall satisfaction rates for GatDoc as reported at June 2016



## Priority 2: Addressing Variation in Quality

Action	Progress
<b>Action 2.1:</b> Continue to improve quality in GP services through identification of outliers in terms of performance and standards of care through the GP assurance framework and work with these practices to address variation through the CCG Practice Engagement scheme.	This is monitored through the NHSE assurance framework. In addition, the CCG's monthly visibility wall 'report out' continues where plans to address issues raised are discussed.
<b>Action 2.2:</b> Ensure that Practice Action Plans agreed with individual practices identify areas for development/particular focus as required, working closely with their designated practice facilitator to achieve targets jointly agreed with practices.	In 2016/17, the CCG has 100% sign up to the PEP (Practice Engagement Scheme) with a 100% return of practice plans which are now being monitored.
<b>Action 2.3:</b> Deliver two learning and sharing events a year, to share good practice, help raise standards and reduce variation across practices.	The first event is planned for October 2016 across Gateshead and Newcastle.
<b>Action 2.4:</b> Make the most of the Gateshead Practice Managers network to share good practice across the borough and provide support to practices when needed.	This is ongoing.
<b>Action 2.5:</b> To further improve quality in GP services, establish links and regular dialogue with CQC local managers to triangulate information and ensure a more holistic approach to quality improvement.	Quarterly meetings have been arranged with CQC to ensure triangulation of information to improve services. Last meeting was in July 2016.

## Priority 3: Estates

Action	Progress
<b>Action 3.1:</b> Make the most of opportunities presented by the NHS Primary Care Transformation Fund to upgrade/extend GP premises to meet current and future care needs of Gateshead patients.	An Estates Transformation Technology Fund (ETTF) Plan was submitted to NHSE in June; the CCG is currently awaiting feedback on the plan.

Action	Progress
<p><b>Action 3.2:</b> NHS partners to continue to work with the Council to ensure that plans for housing development are factored into estate plans as required and that there is sufficient capacity within the primary care system to meet the needs of local communities.</p>	<p>This is ongoing through the Estates Strategy Group on which the Council is represented.</p>
<p><b>Action 3.3:</b> Principal to be observed of making the most of the Gateshead £ when developing services by making the most of all stakeholders' property portfolios to rationalise estates and avoid void costs.</p>	<p>This is on-going.</p>

#### Priority 4: Workforce

Action	Progress
<p><b>Action 4.1:</b> Acknowledging the shortage of doctors entering the GP training scheme and the consequent impact upon recruitment and retention:</p> <ul style="list-style-type: none"> <li>• Develop a career start GP programme;</li> <li>• Develop a nursing in primary care programme;</li> <li>• Ensure workforce strategies are aligned.</li> </ul>	<p>A GP fellowship is being worked up to attract 4 new GPs into the CCG footprint.</p> <p>Work is also underway with Health Education England on the broader workforce agenda.</p>
<p><b>Action 4.2:</b> Support practices to make the most of the particular skills/areas of expertise of individual doctors and other practice staff in seeking to provide the best care for their patients.</p>	<p>Gateshead Community Based Care (Gateshead GP federation) is developing inter-practice referral schemes and further developing the 'bureau' which supports back office functions.</p>
<p><b>Action 4.3:</b> As part of the broader Gateshead place shaping agenda, stakeholders to continue to work with the Council to make Gateshead an attractive place to live and work.</p>	<p>This is on-going.</p>

## Priority 5: IT

Action	Progress
<b>Action 5.1:</b> Implement the NHS Digital Roadmap to support GP Practice appointment systems and help ensure patients receive the most appropriate care (the NHS Five Year Forward View included a commitment that by 2020 there would be “fully interoperable electronic health records so that patients’ records are paperless”).	A Plan was submitted to NHSE in June and feedback is awaited.

## Priority 6: Patient Engagement

Action	Progress
<b>Action 6.1:</b> Promote Patient Engagement Groups across all GP practices to raise awareness among patients and also promote within Practices themselves.	This is being promoted through the Practice Managers Group and supported by the CCG engagement team.
<b>Action 6.2:</b> Look at new ways to promote Patient Engagement Groups and patient engagement generally e.g. through the Council Newsletter.	A review of how patients are engaged will be completed in November, led by the Director of Nursing. This will inform engagement work going forward.
<b>Action 6.3:</b> Consider how the role of practice champions (volunteers) can be used to work with practices in engaging with patients.	The scheme is being evaluated during 2016/17 to inform future commissioning arrangements.

## Recommendations

8. The Care, Health and Wellbeing Overview and Scrutiny Committee is asked to:
  - (i) Note the contents of this report and the progress achieved in the last six months.
  - (ii) Comment on whether the Committee is satisfied with the level of progress to-date.

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