

Access to GP services

SUMMARY

- 1.1 Members have been concerned for some time about the difficulties some patients have had in accessing their GP. Some practices ask patients to ring the surgery between 8.0am-8.30 to make same day appointment and due to the level of demand these get taken up very quickly as a consequence patients are asked to ring the following day.
- 1.2 The Chair of the Board has therefore invited NHS England Local Area Team to update members on patient access to GP services by responding to the following questions:
1. What proportions of Derby residents are registered with GP's
 2. How patients register with GP surgery
 3. What proportion of practices are taking on new patients
 4. Average patient list per GP
 5. How many GP practices operate a same day booking system whereby patients are required to ring between 8-8.30am
 6. How many patients don't get same day appointment
 7. Number of practices operating advance booking system for appointment with GP
 8. How many practices are operating extended hours – 8am-8pm
 9. What types of complaints are received on GP services
 10. Number of GP retiring over the next five years
 11. Have telephone consultations been considered

RECOMMENDATION

- 2.1 To consider and comment on the patient access to GP services.

REASONS FOR RECOMMENDATION

- 3.1 This item falls within the remit of the Adults and Public Health Board which has a statutory responsibility for scrutinising NHS health services. Recommendations and comments from the board can influence provision of NHS services in the city.

SUPPORTING INFORMATION

- 4.1 The NHS England is now responsible for patient access to GP services. Senior officers have been invited
- 4.2 The Trust has been invited to come and update the board on their performance and explain how they seek to improve local urgent and emergency care in the city.

OTHER OPTIONS CONSIDERED

- 5.1 None

This report has been approved by the following officers:

Legal officer	N/A
Financial officer	N/A
Human Resources officer	N/A
Service Director(s)	N/A
Other(s)	Philip O'Brien – Statutory Scrutiny officer

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Background papers:	None
List of appendices:	Appendix 1 – Implications Appendix 2 – Access to GP Services

IMPLICATIONS

Financial and Value for Money

- 1.1 None arising from this report

Legal

- 2.1 The Local Authority (Overview and Scrutiny Committees Health Scrutiny Functions) Regulations 2002, gives health scrutiny committees powers to review any matter relating to the planning, provision and operation of health services.

Personnel

- 3.1 None arising from this report

Equalities Impact

- 4.1 None arising from this report

Health and Safety

- 5.1 None arising from this report

Environmental Sustainability

- 6.1 None arising from this report

Asset Management

- 7.1 None arising from this report

Risk Management

- 8.1 None arising from this report

Corporate objectives and priorities for change

- 9.1 Our aim is to work together so that Derby and its people will enjoy a thriving

sustainable economy, good health and well-being and an active cultural life.