

Access to GP Services - Presentation by NHS England

SUMMARY

- 1.1 Patients in Derby are complaining about difficulties they experience in booking an appointment with their GP. Patients are being asked to ring their surgery between 8.0am and 8.30 am to book an appointment with the GP. However when they do so, many are finding that the lines are engaged and when they eventually get through, they often find the appointments have gone and are asked to ring back the following day.
- 1.2 The Chair feels that this is an important local issue which needs to be looked at by the Adults and Public Board. In order to get a better understanding of the nature and scale of the problems, Healthwatch Derby was asked to provide any information it may have on this issue. Evidence from Healthwatch shows that that access to GPs is the number one concern from patients not only in Derby but also nationally.
- 1.3 The Chair has invited NHS England, the statutory body responsible for commissioning GP services to come and explain their strategy and action plans to improve GP access for Derby patients.

RECOMMENDATION

- 2.1 To consider and comment on the action being taken by NHS England to improve GP access in the city.

REASONS FOR RECOMMENDATION

- 3.1 The Board has a statutory responsibility for scrutinising NHS health services in the city. Improving access to GP services will provide better access to primary care services for local residents and should also help to reduce pressures on A&E services as some people go to A&E if they are unable to see the GP.

SUPPORTING INFORMATION

- 4.1 Access to GP services, particularly booking appointments in the morning to see a GP has become a big issue for many people. NHS England is responsible for commissioning GP and other community services including pharmacy, dentistry and optometrists. The Board has therefore invited NHS England to explain its strategy and action plan for improving GP access.
- 4.2 Healthwatch is the consumer champion in the health and social care sector with statutory powers to ensure voices of the consumer are heard by the commissioners and deliverers of services. Healthwatch Derby conducted a general survey in which approximately 30% of the respondents raised concerns about accessing their GP.

OTHER OPTIONS CONSIDERED

- 5.1 None.

This report has been approved by the following officers:

Legal officer Financial officer Human Resources officer Estates/Property officer Service Director(s) Other(s)	Phil O'Brien, Head of Democratic Services
For more information contact: Background papers: List of appendices:	Mahroof Hussain 01332 643647 mahroof.hussain@derby.gov.uk None Appendix 1 – Implications Appendix 2 – NHS England Powerpoint presentation Appendix 3 – Healthwatch Derby summary report on GP access

Appendix 1

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 There are no implications arising directly from this report.

IT

4.1 None directly arising from this report.

Equalities Impact

5.1 Effective scrutiny benefits all Derby people and the very nature of the Board ensures that it looks in depth at equality in all its investigations. An equality impact assessment would be very useful of the NHS England strategies before they are approved to demonstrate that 'due regard' has been given to equality and diversity under the Public Sector Equality Duty.

Health and Safety

6.1 None directly arising from this report.

Environmental Sustainability

7.1 None directly arising from this report.

Property and Asset Management

8.1 None directly arising from this report.

Risk Management

9.1 None directly arising from this report.

Corporate objectives and priorities for change

10.1 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.