

## **Gender Diversity Forum Update from previous meeting**

### **Women in public roles and leadership**

Following the last meeting, the sub-group for this item has met and begun the process to gather information on best practice across Europe. The group will feedback at a future meeting of the Forum. Forum members interested in this item are welcome to join the sub-group.

### **Developing a Strategy for Primary Care in Derby: You Said ... We Did**

The Primary Care Trust has provided an update following the consultation they carried out in 2009. Attached is the document You Said... We Did providing feedback.



## Developing a Strategy for Primary Care in Derby

# You Said ... We Did

Last year NHS Derby City's Engagement Team asked people's views on developing a strategy for primary care. We visited several community groups and Neighbourhood Forums, and sent out questionnaires to Derby LINK and NHS Derby City's Health Panel.

A strategy has now been produced. It provides a clear direction for the future development of primary health care and the contribution it can make to improving the health of people in Derby. NHS Derby City will support, develop and shape primary care through commissioning and contract management. An implementation plan with specific actions and timescales will be developed alongside the strategy. A copy of the strategy will shortly be available on our website – [www.derbycitypct.nhs.uk](http://www.derbycitypct.nhs.uk)

These areas of importance were highlighted by the engagement work.

	You said you wanted ...	We are going to ...
<b>A</b>	Better access to primary care services including easier GP appointment systems, longer opening hours, easier access to 'out of hours' services and more opportunities for home visits.	<ul style="list-style-type: none"> <li>• encourage flexible access to GP appointments</li> <li>• continue to develop technology to improve access</li> <li>• ensure services have appropriate opening hours which are suitable for patients</li> <li>• work to standardise the availability of services across the city, such as blood tests at GP practices</li> <li>• integrate our GP 'out of hours' care with the wider urgent care needs</li> </ul>
<b>B</b>	<p>Improved quality of standards, care and patient experience including individualised care, integrated pathways and telling patients about GP performance.</p> <p><b>Did You Know?</b> Results of the GP patient survey are available on the NHS Choices website. You can also rate the care and treatment you receive from</p>	<ul style="list-style-type: none"> <li>• continue to work jointly with partners</li> <li>• look at patient pathways from start to finish</li> <li>• review the national contracts and check these reflect local needs</li> <li>• set up local performance indicators which will be available to the public</li> <li>• provide GP practices with a toolkit to help improve patient experience</li> <li>• continually review the performance of individual primary care providers</li> <li>• support training in medicine and dentistry and aim to be a 'centre of</li> </ul>

	<b>You said you wanted ...</b>	<b>We are going to ...</b>
	your GP practice.	excellence'
<b>C</b>	A diverse range of services spread equitably across the city including more alternative therapies.	<ul style="list-style-type: none"> <li>• work to standardise the availability of services across the city, such as blood tests at GP practices</li> <li>• improve information so that people know which services are available in Derby and when to use them</li> <li>• develop more services locally so patients get care and treatment closer to home</li> <li>• regularly review the need for further capacity in existing services or the need for new services</li> </ul>
<b>D</b>	an increased number of services including dentists, pharmacists and local clinics.	<ul style="list-style-type: none"> <li>• continue to commission new services when needed, for example we have invested in six new dental practices over the last 15 months</li> <li>• continue to monitor the locations of pharmacies and number of hours they are open, to make sure local needs are met</li> <li>• regularly review the need for further capacity in existing services or the need for new services</li> </ul>
<b>E</b>	<p>to maintain an affordable NHS service.</p> <p><b>Did You Know?</b> We cannot change the fees that patients are charged for services, like dentists, as these are fixed by government.</p>	<ul style="list-style-type: none"> <li>• identify where things can be done differently to save money without losing quality of care</li> <li>• commission single IT systems in each of our major centres to help reduce costs</li> <li>• make sure our services and buildings are fit for purpose, support local needs and are cost effective</li> </ul>
<b>F</b>	improved flexibility of services and waiting times including self referral to services and greater use of the community sector	<ul style="list-style-type: none"> <li>• look at patient pathways from start to finish</li> <li>• continue to involve local people in planning services and choosing service providers</li> <li>• review how services are delivered to fit local needs</li> <li>• welcome new providers and develop innovative contracts to allow us to work creatively with them</li> </ul>

	<b>You said you wanted ...</b>	<b>We are going to ...</b>
<b>G</b>	<p>more prevention services to help people take care of themselves, including better public health information</p>	<ul style="list-style-type: none"> <li>• use the local health needs assessment to make sure appropriate services are in place</li> <li>• work closely with public health colleagues</li> </ul>
<b>H</b>	<p>more planning for the long-term future, more joined-up working and greater community involvement</p> <p><b>Did You Know?</b> We looked at other health and social care plans and documents, such as the Engagement and Communications Strategy, when producing our plan for primary care</p>	<ul style="list-style-type: none"> <li>• regularly review the strategy which runs to March 2015</li> <li>• continue to meet regularly with individual primary care providers, such as GP practices</li> <li>• plan services across boundaries and look at whole patient pathways</li> <li>• integrate our GP 'out of hours' care with the wider urgent care needs and ensure that 'out of hours' services are responsible for continuity of care</li> <li>• work with health and social care providers so that if primary care services are available 8am to 8pm, other services are also available</li> <li>• use risk assessment tools to help focus work and facilitate information sharing across teams and patient pathways</li> <li>• continue to work with partners and develop creative ways to engage local people to talk about primary care services</li> </ul>
<b>I</b>	<p>better communication and information sharing including, good patient information, understanding where to get treatment, good patient confidentiality and compatible systems across all agencies</p>	<ul style="list-style-type: none"> <li>• improve information about what services are available and when to use them</li> <li>• continue to meet regularly with individual primary care providers, such as GP practices</li> <li>• work with multi-agencies to improve services for patients</li> <li>• commission single IT systems in each of our major centres to help increase compatibility</li> </ul>