

## Healthwatch Derby GPs in Focus Report, Recommendations and Responses

### SUMMARY

- 1.1 This report is a comprehensive independent analysis of the experience of local people of GP provision within Derby City reviewing the data received by Healthwatch Derby in the period April 2013 to the end of December 2014.
- 1.2 The Healthwatch Derby team has engaged with, or attended events at a number of organisations who focus on patient experience, and have spoken to members of the public, carers, service users, staff and support group organisations about their experiences of accessing GP services.
- 1.3 A good level of feedback was received by Healthwatch Derby, and features in the report includes analysis of:
- 1025 items of direct patient feedback collected via dedicated outreach.
  - A generic GPs survey which produced 205 responses.
- A specialised GPs survey (looking at patient experiences of patient groups with mental health conditions accessing GPs) produced a further 40 responses.
- 1.4 A range of both positive and negative feedback was received. Detailed analysis of direct patient feedback can be found in pages 6 to 16. Detailed analysis of survey responses can be found in pages 17 to 32.
- 1.5 The report lists five key findings:
- Appointment booking times are identified as a negative for many.
  - Improved patient care needed at consultations especially for patients with complex needs.
  - Better information and useful contacts needed to support and manage self care.
  - Patients with mental health needs not always receiving appropriate referrals or support.
  - More work needed to make the concerns and complaints process less daunting, and more positive as part of patient experience.

The report makes a number of recommendations in response to the key findings and can be found on page 35 of the report.

- 1.3 Local Intelligence contained within the report informed the Adult and Public Health

Overview and Scrutiny Committee on the 23<sup>rd</sup> March 2015. Elected members put forward their views about the findings of Healthwatch Derby, directly to the Head of Primary Care, NHS England – North Midlands at this meeting.

- 1.7 A comprehensive joint response to this report from Southern Derbyshire Clinical Commissioning Group and NHS England North Midlands can be found in pages 36 to 39 following the section listing key findings and recommendations. The response welcomes the report and the many positive experiences identified. It also outlines some of the activity underway to address the issues raised within the report.

#### **RECOMMENDATION**

- 2.1 To receive and note the report, its findings and recommendations.

#### **REASONS FOR RECOMMENDATION**

- 3.1 To provide information to support the Board in understanding local experiences of primary care within the city.

#### **SUPPORTING INFORMATION**

- 4.1 GPs in Focus full report, findings, recommendations, full response, appendices.

**This report has been approved by the following officers:**

<b>Legal officer</b> <b>Financial officer</b> <b>Human Resources officer</b> <b>Estates/Property officer</b> <b>Service Director(s)</b> <b>Other(s)</b>	
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<b>For more information contact:</b> <b>Background papers:</b> <b>List of appendices:</b>	Healthwatch Derby 01332 643990 GPs in Focus report and associated Appendices attached Appendix 1 to 6, Appendices index on page 41 of the report.
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<b>IMPLICATIONS</b>
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**Financial and Value for Money**

1.1 N/A

**Legal**

2.1 N/A

**Personnel**

3.1 N/A

**IT**

4.1 N/A

**Equalities Impact**

5.1 N/A

**Health and Safety**

6.1 N/A

**Environmental Sustainability**

7.1 N/A

**Property and Asset Management**

8.1 N/A

**Risk Management**

9.1 N/A

**Corporate objectives and priorities for change**

10.1 N/A