



HEALTH AND WELLBEING BOARD
14 March 2024

ITEM 07

Report sponsor: Sue Cowlshaw, Chair,
Healthwatch Derby

Report author: James Moore, CEO,
Healthwatch Derby

Healthwatch Derby City GP Access Survey Report 2024

Purpose

- 1.1 The purpose of this report is to provide the Health and Wellbeing Board (HWB) with an overview of the experiences of local people trying to access GP services within the city.

Recommendation

- 2.1 To consider and note the contents of this report.

Reason

- 3.1 To ensure that the HWB is aware of the report and its findings which supports the HWB in its role in improving the health and wellbeing of the local population and reducing health inequalities.

Supporting information

- 4.1 Nationally the NHS published its “Delivery Plan to recovering access to primary care”, (May 23) this plan focuses on access to make it easier for the public to contact practices when they are open and get a timely response.

Healthwatch England’s (HWE) “The public’s perspective - the state of health and social care November 2023 report” noted that difficulty accessing GP appointments was one of the most common issues shared last year:

- long waits in phone queues to book appointments.
- people struggling navigating online GP access tools.

One of its conclusions was that people’s experiences of booking appointments in 2023 was that it had gotten worse.

- 4.2 Locally Healthwatch Derby continually receive a number of enquiries from people who are having some difficulties in trying to access GP services.
- 4.3 The Healthwatch Derby City GP access survey report is a snapshot of what the residents of Derby City are experiencing when accessing local GP services.

- 73% of those who responded said they found it difficult to make appointments.
- Most people said they were not offered alternative appointments (82%).
- There is a preference (85%) of face-to-face appointments.
- Only 41% of those who took part said reception staff attitude was good.
- Less than half of the people who responded said they were happy with the consultation they received.
- 75% said that their GP practice is worse now than before the Covid 19 pandemic.
- Many people are facing long telephone queues and are still not getting appointments when calling at 8am.

Recommendations

Healthwatch Derby wants assurances that the NHS primary care recovery plan will be fully implemented.

It is recommended that.

- How improvements are going to be made are fully communicated to both professionals and the general public.
- The telephone appointment system is given a complete overhaul at GP practices.
- Patients are given more options and times to make appointments; and
- Patients are given more choice of appointment times.

4.4 The survey was open October 2023 to January 2024.

4.5 Outcomes

The report has been shared with Joined Up Care Derbyshire (ICS) and the wider Health and Social care system to raise awareness

4.6 The Derby and Derbyshire Integrated Care Board's (ICB) response to Healthwatch Derby's report of its survey of patient satisfaction with GP access in Derby City is attached in Appendix 2.

Public/stakeholder engagement

- 5.1 Healthwatch Derby Healthwatch developed a short survey open throughout October 23-January 24 which was promoted and made available through social media platforms, both our own and those of other local partners across the city. The engagement team also had paper copies which they used on a face-to-face basis whilst visiting GP services and at other various outreach locations. The survey was also translated on request in line with DCC policy.

403 people began the survey but only 243 people completed it, and this report only relates to those that completed the survey.

Other options

- 6.1 None considered.

Financial and value for money issues

- 7.1 None.

Legal implications

- 8.1 None.

Climate implications

- 9.1 None.

Other significant implications

- 10.1 None.

This report has been approved by the following people:

Role	Name	Date of sign-off
Legal Finance Service Director(s) Report sponsor(s) Other(s)	James Moore, CEO/ Sue Cowlshaw, Chair, Healthwatch Derby	01/03/2024
Background papers: List of appendices:	None APPENDIX 1 - Healthwatch Derby - Report APPENDIX 2 - Derby and Derbyshire ICB Response to Healthwatch Survey of patient satisfaction with GP access in Derby City (January 2024)	

