

Attachment 09

**North East Lincolnshire CCG**

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| **Report to:** | NEL CCG Partnership Board |
| **Presented by:** | Mark Webb, Partnership Board Chairman |
| **Date of Meeting:** | July 2015 |
| **Subject:** | Healthwatch report: Review of GP Access |
| **Status:** | OPEN  CLOSED |

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| **OBJECT OF REPORT:**  The enclosed report was produced by Healthwatch, and highlights a number of concerns raised by patients in relation to accessing their GP practice for appointments. |
| This should be considered in the context of national patient survey and benchmarking reports which show that the access to GP services is relatively good in North East Lincolnshire, with some notable examples of good practice already in place, but the report clearly demonstrates that the picture is inconsistent between practices and between days of the week, and that we must continue to strive for improvement as a key priority within our Primary Care strategy.  Board members will be aware that we have already identified this as one of our priorities for action, and national funding has already been secured by a consortium of 10 local practices (the ‘Docks Collaborative’) to implement an innovative project to improve access for their patients across the whole week. That pilot was proposed as part of the national Prime Ministers Challenge Fund, and will operate in a manner that closely matches and responds to the findings and recommendations within this Healthwatch report. The CCG is also seeking, via the LINCS GP Federation, to establish a second pilot to cover additional practices within our area in coming months subject to receiving and agreeing a business plan that meets our criteria.  This has been the subject of a recent discussion between representatives of the CCG, NHSE and Healthwatch, where it was agreed that the focus of our response to the reports finding and recommendations should be through delivering our existing aim to have all practices being engaged in collaborative work to improve access, building on the learning from the pilot(s) outlined above. However, it was recognised that this may take some considerable time to achieve consistently across the area.  Healthwatch expressed disappointment at the low level of GP practice responses to their questionnaire, and it was agreed that the CCG will seek to assist with improving their future engagement with practices. |

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| **STRATEGY:** |
| Improved access to GP services is an existing priority within the CCGs Primary Care Strategy. This report emphasises the importance of action in this area.  Improved 7 day access is also a national NHS (and Prime Minister) priority for all services, including Primary Care. |

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| **IMPLICATIONS:** |
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| **RECOMMENDATIONS (R) AND ACTIONS (A) FOR AGREEMENT:** | |
|  | Members are asked to note the report, and the focus of the work to be taken forward by the CCG/NHSE in responding to the findings. |
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|  |  | **Yes/**  **No** | **Comments** |
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|  | Does the document take account of and meet the requirements of the following: |  |  |
| i) | Mental Capacity Act | n/a |  |
| ii) | CCG Equality Impact Assessment | n/a |  |
| iii) | Human Rights Act 1998 | n/a |  |
| iv) | Health and Safety at Work Act 1974 | n/a |  |
| v) | Freedom of Information Act 2000 / Data Protection Act 1998 | Yes |  |
| iv) | Does the report have regard of the principles and values of the NHS Constitution?  [www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\_113613](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_113613) | Yes |  |