

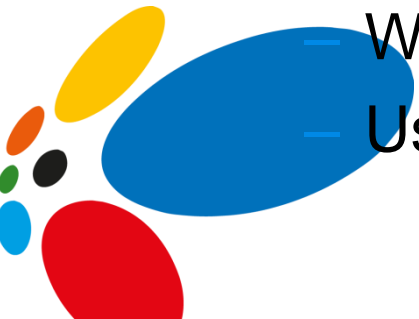
# Improving Access to General Practice

Way Forward Event  
7<sup>th</sup> March 2018



# This afternoon's session

- Background
- How are we improving access locally?
  - Care navigators
  - Extended access
  - On-line consultation
- How can you help today?
- Share your views on:
  - Proposals
  - Weekend appointments for extended access
  - Use of online consultation



# Background

- National plans to improve access
- National GP Survey
  - Good overall experience of making an appointment declined from 79.1% in 2011-12 to 72.7% in 2016-17 (NEL 72%)
  - 11% (1 in 10) reported not being able to get appointment (NEL 11%)
  - Likelihood of getting convenient appointment lower if you are in work or young.



# How are we improving access locally?

- Local GP practices are working together to offer patients better access to GP appointments. This means you will be able to see a GP or practice nurse or other health professional at a time which is convenient for you;
- You will be able to book appointments to see a GP or practice nurse or other health professional in the evenings or at weekends
- There will be a range of ways you can get advice from your GP or practice nurse, including over the telephone and online including online consultation.
- There will be a trained person (care navigator) in the practice who can help to guide you to the right service / professional for your problem/condition.



# What will this mean for you?

- If you call your practice you will be offered the assistance of a trained care navigator to help best identify the right service for you
- You can book an appointment on line as well as over the phone
- Appointments will be available in the evening (6.30pm -8pm) and on week-ends
- You will be offered an appointment when you call your GP practice but if you chose an extended access appointment (i.e. those in the evening and on weekends) it may not be at your GP practice as the practices will deliver this in groups.
- If the appointment isn't at your practice, you'll be advised where to attend (it will be at another GP surgery)
- Appointments will be for pre-bookable appointments e.g. diabetes annual check and for on the day appointments
- Appointments may be face to face or over the phone
- You will be able to contact your practice electronically to ask for advice



≡ MENU

Any Medical Practice



# Contact our doctors to get advice for your problem now

Get advice about specific conditions like **back pain, coughs, mental health concerns** and more

[I want help for my condition](#)

Get advice about general symptoms like **tiredness, bleeding, pain or weakness**

[I want general advice](#)

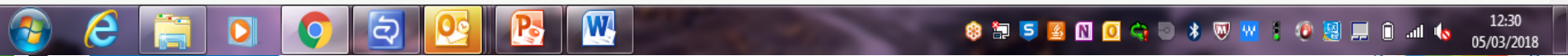
Request **sick notes** and other types of administrative help

[I want administrative help](#)

Search by condition, symptom or topic

For example: back pain

SEARCH

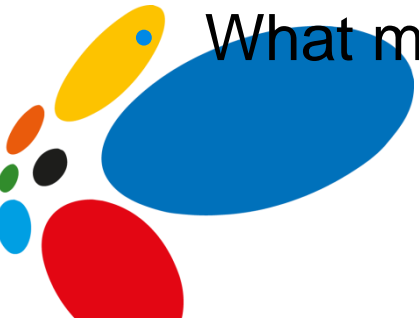


# Any Questions?



# For discussion (20 minutes)

- Your thoughts on the above
- Would you prefer an appointment on a Sat or a Sunday and why this would be better for you
- Would morning or afternoon be more preferable to you
- What type of appointment would you prefer to access?
- For online consultation, how would you prefer the response? (by email, telephone call with outcome of the review of online consultation?)
- When would you prefer to be able to fill in an online consultation request? (during specific times/any time of the day?)
- What might be a reasonable response time?





# Feedback from groups



# Thank you for your input

