

STOCKTON-ON-TEES BOROUGH COUNCIL

CABINET RECOMMENDATIONS

PROFORMA

Cabinet Meeting15th May 2014

1. Title of Item/Report

Scrutiny Review of Access to GP, Urgent and Emergency Care

2. Record of the Decision

Consideration was given to a report that outlined the findings of the review of access to GP, urgent and emergency care. The review was undertaken by Adult Services and Health Select Committee. The review considered local GP services, urgent services including NHS111 and out of hours GP care, local A and E performance, and ambulance services. The majority of the recommendations were for relevant NHS bodies.

In addition to the report's recommendations, Executive Scrutiny Committee recommended that the report be widely publicised.

RESOLVED that:-

1. all GP Practices in the Borough should consider using the 'Doctor 1st' appointment system, particularly as a method of reducing non-attendance at appointments;
2. practices should clearly publish whether they are currently accepting patients both on their websites and on practice premises;
3. Healthwatch Stockton be requested to encourage patients to make GP registration applications in writing (to ensure a written reason/response to any refusal is provided), and to encourage patients to report any ongoing issues to Healthwatch;
4. the Area Team should review the current status of GP patient registration in Stockton Borough;
5. the Area Team should provide an update on its plans to ensure sufficient coverage of primary care services in Stockton Borough given the population growth;
6. the CCG considers broadening the role of local pharmacy and undertaking further publicity of pharmacy's role in collaboration with NHS

England and the Council, and this be further considered as part of the next Pharmaceutical Needs Assessment;

7. the Council and NHS partners should consider the role of education and communications to ensure that the local population gains a better understanding of what constitutes an emergency versus more minor ailments;

8. that the CCG and partners should increase publicity for NHS111 and when to use it;

9. as part of the monitoring of the results of this review, the Adult Services and Health Committee be provided with an update on the roll out and usage of Summary Care Records in Stockton Borough;

10. the CCG considers:

a) revised commissioning of ambulance services to formally monitor responses to non-life threatening but still serious incidents;

b) monitoring ambulance response performance at the Local Authority area-level in addition to CCG-level reporting;

c) whether the current non-recurrent funding of demand over and above the contracted amount remains appropriate given the continuing pressures on ambulance services;

11.a) Healthwatch Stockton be requested to encourage feedback on individual experiences of the ambulance service and to report its findings to the Committee, and;

b) the Committee and regional health scrutiny committees undertake more regular monitoring of ambulance services;

12. North East Ambulance Service and CCGs consider how they can improve the proportion of ambulance call outs appropriately dealt with in the community ('at the scene');

13. as part of the monitoring of the results of this review, NEAS and Cleveland Police should report back to the Committee on operational relationships and partnership working.

14. the report be widely circulated to the public for their information, as well as partners.

3. Reasons for the Decision

The report presents the findings of the scrutiny review that took place as part of the agreed work programme for 2013-14.

4. Alternative Options Considered and Rejected

None

5. Declared (Cabinet Member) Conflicts of Interest

Councillor Javed declared a personal non prejudicial interest in respect of agenda item 4 - Scrutiny Review of Access to GP, Urgent and Emergency Care as he was employed by Tees, Esk and Wear Valley NHS Foundation Trust.

Councillor Smith declared a personal non prejudicial interest in respect of agenda item 4 - Scrutiny Review of Access to GP, Urgent and Emergency Care as his wife was employed by a local GP Service.

6. Details of any Dispensations

N/A

7. Date and Time by which Call In must be executed

Midnight on Thursday, 22nd May 2014

Proper Officer
19 May 2014