

SCRUTINY REVIEW OF ACCESS TO GPs AND PRIMARY MEDICAL CARE

Summary

The fourth evidence-gathering session for the Committee's review of Access to GPs and Primary Medical Care will focus on views from the Borough's four Primary Care Networks (PCNs).

Detail

- As outlined during the Committee's first evidence-gathering session back in October 2023, PCNs were established in July 2019 and are groups of practices working together to deliver nationally directed enhanced services (DES). Further background information can be found at <https://www.england.nhs.uk/primary-care/primary-care-networks/>.
- There are four PCNs covering Stockton-on-Tees, with the Borough's 21 general practices aligned to each as follows:

Billingham & Norton PCN	BYTES PCN	North Stockton PCN	Stockton PCN
Dr Rasool Practice	Eaglescliffe Medical Practice	Alma Medical Centre	Arrival Medical Practice
Kingsway Medical Centre	Park Lane Surgery	Queens Park Medical Centre	Densham Surgery
Marsh House Medical Centre	Thornaby and Barwick Medical Group	Tennant Street Medical Practice	Dovecot Surgery
Melrose Medical Centre	Yarm Medical Practice		Elm Tree Surgery
Norton Medical Centre			Riverside Medical Practice
Queenstree Practice			Woodbridge Medical Practice
Roseberry Practice			Woodlands Family Medical Centre

- During the initial scoping element of this review, PNCs were identified as key contributors and have subsequently been asked to respond to the following:
 - Awareness of any access issues within your PCN area (pressure points at different times of the week / day, impact of COVID, staffing).
 - Management of patient contact (systems, prioritisation, triage) – communication to patients / are these effective / any issues?
 - Mechanisms for the public to raise concerns about access issues and how this is communicated / managed / responded to.
 - Do practices seek feedback around access – how has this informed arrangements?
 - Summary of any planned changes within PCN practices to improve access or improve patient experience (e.g. linked to capacity and access plan, modern general practice access models, etc.).

4. Clinical Directors and / or Operational Leads for each of the Borough's four PCNs are scheduled to be in attendance to address the above lines of enquiry. Responses have been submitted in advance and are included within these meeting papers.
5. A copy of the agreed scope and plan for this review is included for information.

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