

SCRUTINY REVIEW OF ACCESS TO GPs AND PRIMARY MEDICAL CARE

Summary

The fifth (and final) evidence-gathering session for the Committee's review of Access to GPs and Primary Medical Care will consider a range of public / patient views in relation to the Borough's general practices.

Detail

1. During the scoping phase for this review, the Committee identified the following key lines of enquiry:
 - What do we know about issues within the Borough – are these confined to specific areas? Do experiences vary when contact is made with practices at different times of the day?
 - Is there a variation in access according to population characteristic (e.g. disproportionate impact on more deprived, those with disabilities, different ethnic groups, older people)?
 - How is the public encouraged to raise concerns about access? What mechanisms are in place to report issues and how are these communicated?
 - Do practices actively seek feedback from its registered patients around access – if so, how has this informed arrangements?
2. In an attempt to find answers to the above and ascertain the experiences of the local population when contacting / accessing general practices, a number of organisations have been approached to gather previously submitted feedback. These include:
 - **Care Quality Commission (CQC)**: Compliments and complaints received in relation to Stockton-on-Tees general practices.
 - **North East and North Cumbria Integrated Care Board (NENC ICB)**: Compliments and complaints received in relation to Stockton-on-Tees general practices.
 - **Healthwatch Stockton-on-Tees**: Responses collected via the 'Share your views' platform (<https://www.healthwatchstocktonontees.co.uk/share-your-views>) (tabled at the last meeting). The Healthwatch South Tees '*Top Tips for Accessing Your GP Practice*' guide referenced during the Committee's October 2023 meeting is included for information (see **Appendix 1**).
 - **GP Patient Survey 2023**: Overview of results given at the Committee's October 2023 meeting, with results per practice provided within the supplementary data pack for selected questions (see **Appendix 2**). Data from the survey is being further analysed via <https://www.gp-patient.co.uk/analysistool>.
3. Further to the collection of existing feedback, the Committee has also issued its own survey to **Patient Participation Groups (PPGs)** within each of the 21 local practices. Responses to this are included within these meeting papers (see **Appendix 3**).

4. A copy of the agreed scope and plan for this review is included for information.

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