**Response to Report: *Getting an appointment with your GP***

**ORGANISATION: Guildford & Waverley Clinical Commissioning Group**

**DECISION MAKER: Jonathan Inglesfield (Medical Director)**

**RECEIVED: 25/10/2014**

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| **Summary** |
| Access is important, patients need to know they can access their health services at the point of need, using a variety of solutions both modern (IT based) or traditional. Using Practice Based Patient Groups, we should continue to work to ensure that patients are able to access their health services in the most efficient manner, allowing us to make the most of our valuable health resources.  |
| **Quote** |
| Guildford and Waverley CCG welcomes the important work Healthwatch is doing to highlight the value of timely access to high quality GP services. We encourage the further development of IT based solutions such as on-line booking to facilitate this, whilst appreciating that a range of access solutions is needed. We feel that Patient Participation Groups (PPGs) are perfectly positioned to facilitate the dialogue between patients and practices at local level, and we would encourage patients to support and work with their PPG.Jonathan Inglesfield, Medical Director |
| **Detail** |
| Are there experiences documented in the report that you were not expecting? |
| The disparity between the number of practices advertising and promoting on-line booking, and the public awareness of this as an option was a surprise. We certainly need to promote efficiency in processes and the comprehensive uptake of IT solutions is essential.  |
| What work, initiatives or decisions are you aware of that will support improvements in the experiences of people accessing GP services in the next 12 months? |
| The increased move to IT based solutions as more and more practices embrace on-line booking and other e-solutions will be useful. However we need to acknowledge and address the fact that not all individuals choose IT as a modality to access services. The development of practice based Patient Participation Groups (PPGs) will facilitate local solutions for practices, and allow practices to better understand the needs of their communities. Additionally PPGs are well placed to promote practice specific material around "getting the most from your primary care service" and ensuring that patients access the right service at the right time.  |
| What are the main barriers to improvements in the experiences of people accessing GP services? |
| Good communication between practices and patient groups is essential to allow each group to understand the services that are offered, and the best way to access these. It is important that all groups associated with health services, whether these are professional or public, appreciate the need for the most efficient use of services, given that our services operate within a finite financial envelope. We should ensure that every appointment and consultation counts and adds value to the patent experience. |