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

**ORGANISATION: North East Hampshire & Farnham Clinical Commissioning Group**

**DECISION MAKER: Dr Andy Whitfield, Chair and Clinical Lead**

**RECEIVED: 21/10/2014**

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| **Summary** |
| We recognise the findings of Healthwatch Report. One reason behind patients’ difficulties of accessing their GP is the current national shortage of GPs. There is need for a national campaign on making general practice an attractive career choice for clinicians.However, the CCG has a number of innovations which are currently working to improve the health of our population. We are currently developing pilots for Telehealth and Telecare which put patients in control of their own conditions. We are also focusing on care for people over 75 with extended consultations as just one example of our work in this area. We are ensuring that our housebound patients have access to the flu vaccination. Local services contracts for priority groups will offer extended services in local practices, such as support to people with diabetes, drug monitoring and minor surgery.Work is underway through the Better Care Fund to transform health and social care services at a national/local level to meet the changing health and care needs of local communities. It is hoped the Better Care Fund will result in major transformational change in how social and health care is delivered and accessed within the community.We have also personally met with Healthwatch Surrey to discuss the findings of the report with a view on improving access to GPs in our area.We will continue to work to further enhance the services available to our population. |
| **Quote** |
| We recognise the findings of Healthwatch Report. Locally there are numerous innovations which we are doing to improve access to GPs. These include focusing on care for people over 75, vulnerable groups and increasing availability of same day urgent appointments in line with peak demand times.We will continue to work to further enhance the services available to our population.Dr Andy Whitfield, Chair and Clinical Lead |
| **Detail** |
| Are there experiences documented in the report that you were not expecting? |
|  It was interesting to note that although 78% of practices reported that online bookings were available, only 36% of patients are aware this was an option. It was also of interest to read how many people wanted to, yet were unable to, see their preferred GP. |
| 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? |
| * People over 75 – each practice has developed an over 75s plan which includes a number of additional options which may include: health checks for people over 75; extended appointments and consultations with GPs for people over 75
* Local services contracts for priority groups to offer extended services in local practices – eg support to people with diabetes, drug monitoring and minor surgery.
* Developing self-management approaches to ensure people are empowered to take responsibility for their own care (if they are able). We are currently developing pilots for Telehealth and Telecare. These pilots are likely to focus on: (i) people at risk of falling and (ii) people with respiratory diseases. Individuals will work with their GPs and other professionals to enable them to have the confidence and skills to manage their health conditions to avoid crisis situations.
* Flu vaccinations campaigns with specific focus on targeting ‘vulnerable’ groups (including housebound patients) to ensure they are obtain their vaccination.
* Integrated health and care services around localities. In the CCGs five year strategy we are committed to delivering integrated health and care services in each of our five localities.
* Winter Systems Resilience funding to increase the availability of same day urgent appointments in line with peak demand times

Workforce development – we are currently working at county-wide levels (Hampshire and Surrey) to develop clear strategies on how we ensure we are able to develop our local health and care workforce and to plan for current and future demand. This work includes Primary Care. |
| What are the main barriers to improvements in the experiences of people accessing GP services? |
| * Premises/building access.
* GP workforce – there is national recognition of the current shortage of GPs. There is need for a national campaign on making General Practice an attractive career choice for clinicians.
* There is a need to transform health and social care services at a national/local level to meet the changing health and care needs of local communities. This requires major transformational change.
* Local areas need to fully understand the current and future health and care needs and demands of their population to plan and commission services accordingly.
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