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

**ORGANISATION: Surrey Heath Clinical Commissioning Group**

**DECISION MAKER: Andy Brooks (Chief Officer)**

**RECEIVED: 24/10/2014**

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| **Summary** |
| Surrey Heath CCG is working with its local GPs to help improve access – in particular it has commissioned longer opening hours, which are due to launch in November 2014.The CCG has invested £1m in this project which will see surgeries staying open until 8pm Monday to Friday.Surrey Heath is also implementing a plan to create teams of integrated health and social care professionals who will be based together at three hubs within Surrey Heath area. These teams will be open from 8am to 8pm Monday to Friday. |
| **Quote** |
| We thank Healthwatch Surrey for this report. It is always useful to receive independent feedback on behalf of patients.We all understand the need to improve access to GPs and services within General Practice. While CCGs do not commission GP services, in Surrey Heath we are already working together to make real improvements for local people.Dr Andy Brooks, Chief Officer |
| **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? |
| * Longer opening hours – Surrey Heath CCG has invested nearly £1m in commissioning 8am-8pm opening hours. This project has been developed since spring 2014 and is due to go live in November 2014.
* Integrated Care Teams – Surrey Heath CCG has been developing an Integrated Care model during 2014 to create three hubs of multi-disciplinary health and social care professionals, together with a central ‘Single Point of Access’. Once this project is launched, it will provide seven day access and will complement the local GP practices.
* 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
* Developing self-management approaches to ensure people are empowered to take responsibility for their own care (if they are able). We are currently commission Telehealth and Telecare services for eligible patients to help them manage their own long term conditions.
* Flu vaccinations campaigns with specific focus on targeting ‘vulnerable’ groups (including housebound patients) to ensure they are obtain their vaccination.

 * 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 level 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? |
| The CCG does not currently commission GP services, but accepts there is a nationally recognized shortage of GPs. |