

**CLINICAL COMMISSIONING GROUP
PRIMARY CARE COMMITTEE
EXECUTIVE SUMMARY SHEET**

DATE:	6 th August 2019
TITLE OF PAPER:	Healthwatch General Practice Roadshow
EXECUTIVE RESPONSIBLE:	Fran Beck – Executive Lead, Commissioning
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AUTHOR (if different from above)	Jane Sullivan – Quality Lead Primary Care Angela Porter – Patient Experience Lead Darren Francis – Commissioning Manager – Primary Care
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CCG OBJECTIVE:	<ul style="list-style-type: none"> • To improve commissioning of effective, safe and sustainable services, which deliver the best quality outcomes, based upon best available evidence • In meeting the objectives above, to exercise CCG functions effectively, efficiently and economically, and in accordance with generally accepted principles of good governance
<input checked="" type="checkbox"/> For Information <input type="checkbox"/> For decision <input type="checkbox"/> For performance monitoring	
EXECUTIVE SUMMARY	<p>The Healthwatch Telford and Wrekin (HWT&W) Board completed a “General Practice (GP) Roadshow” format review of General Practitioner Practices (GPP) during the course of 2018. The study covered all 14 listed Telford and Wrekin (T&W) individual or group Practices and 1 Practice with a Surgery in Telford (Shifnal Medical Practice). The GP Roadshow involved 22 visits to GPP locations. The visits were conducted in a consistent format and lasted approximately 1.5 hours at each location. Two volunteers or staff were present on each visit.</p> <p>Feedback was collected in a consistent format directly from individuals and complimented by observations made by volunteers and HWTW staff. The rationale was only to incorporate into the analysis, information that was explanatory about the experience at the GP Practice.</p> <p>To ensure report consistency, the feedback was collated for each practice under the following main headings:</p> <ul style="list-style-type: none"> • Appointments • Waiting times • Staff Attitude

	<ul style="list-style-type: none"> • Accessibility • Information • Prescriptions • Suggestions • Ideas for Change • Observations <p>Healthwatch highlighted particular themes from the visits which were gathered using the feedback from a number of practices including;</p> <ul style="list-style-type: none"> • Patients expressing difficulty in accessing appointments • Waiting times for appointments vary. • Patients generally happy to sit and wait to see a doctor • Majority of patients responding were positive about staff attitude although some felt more training was required to support patients with mental health issues • Practices displayed relevant information for patients • Information about PPGs did vary • Confidentiality at reception desks can be a problem <p>Primary care team reviewed the report and referenced against soft intelligence from PALs, datix incident reports, GP Patient Survey 2018. It was felt that highlighted themes within the report are similar to themes from other feedback sources listed above. It should be noted that as the visits were completed throughout 2018 the majority may have been done prior to the GPFV Extended Hours Access going live from October which would impact on the responses regarding access/appointment issues. Also, due to the phased implementation the Redcentric phone system would not have been in operation before a significant number of the surveys took place.</p> <p>Committee to note that survey sample size was 475 patients – so around 0.3% of the patient population provided comments.</p>
FINANCIAL IMPLICATIONS:	Delivery of high quality Primary Care will ensure effective and efficient use of resources
EQUALITY & INCLUSION	N/A
PATIENT & PUBLIC ENGAGEMENT:	Healthwatch Telford and Wrekin (HWT&W) Board completed “General Practice (GP) Roadshow to engage with patients.
LEGAL IMPACT:	N/A
CONFLICTS OF INTEREST	Mrs Carolyn Fenton-West is a Nurse Practitioner at Donnington Medical practice. Dr Adam Pringle is a partner at Teldoc.
RISKS/OPPORTUNITIES:	There is an opportunity for PCCC to review the report and triangulate results with other sources of patient feedback such as PALs, complaints, GP Patient Survey.

RECOMMENDATIONS:	Primary Care Committee are requested to:- <ul style="list-style-type: none">• Note the contents of Healthwatch General Practice (GP) Roadshow”
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