



## Health Partnerships Overview and Scrutiny Committee 5<sup>th</sup> April 2011

### Report from the Director of Strategy, Partnerships and Improvement

For Action

Wards Affected:  
ALL

### GP Outcome Standards – Access to GP Services in Brent

#### 1.0 Summary

1.1 At the meeting of the Health Partnerships Overview and Scrutiny Committee on the 16<sup>th</sup> February 2011, members requested a follow up report on GP services in Brent, which would cover the following indicators from the GP Outcome Standards:

- Satisfaction with overall care received at surgery.
- Patients changing practice without changing address.
- Ability to see a specific GP or Practice Nurse if wanted.
- Advanced appointments. Satisfaction with opening hours. Ease of getting through on the phone.

1.2 A report has been provided by NHS Brent to address these issues. Members will note from the report that because of poor performance in the National GP Patient Survey, NHS Brent has put in place the Access, Choice and Experience (ACE) programme to improve performance in the following areas:

- Able to get an appointment quickly
- Able to book ahead
- Able to get through on the phone
- Able to see preferred GP
- Satisfaction with opening times

1.3 As members will see, the influence of the ACE Programme is still to be fully realised (NHS Brent expect the full impact to be seen in the final quarter of 2010/11, the results for which will be available in June 2011). The headline scores for the indicators in the ACE Programme are:

#### Able to get an Appointment quickly

	Qtr3 2009/10 <sup>1</sup>	Qtr3 2010/11 <sup>2</sup>
England	80%	79%
NHS Brent	74%	73%

#### **Able to book ahead**

	<b>Qtr3 09/10</b>	<b>Qtr3 10/11</b>
England	71%	71%
NHS Brent	63%	65%

#### **Able to get through on the phone**

	<b>Qtr3 09/10</b>	<b>Qtr3 10/11</b>
England	68%	69%
NHS Brent	61%	63%

#### **Able to see preferred GP**

	<b>Qtr3 09/10</b>	<b>Qtr3 10/11</b>
England	75%	74%
NHS Brent	66%	64%

#### **Satisfaction with opening Hours**

	<b>Qtr3 09/10</b>	<b>Qtr3 10/11</b>
England	81%	81%
NHS Brent	75%	75%

#### **Satisfaction with overall care received at surgery**

	<b>Qtr3 09/10 <sup>1</sup></b>	<b>Qtr3 10/11 <sup>2</sup></b>
England	90%	90%
NHS Brent	82%	82%

- 1.4 The NHS Brent report includes a number of appendices which set out practice specific information on each of these indicators for each GP Surgery in Brent. Although there is a significant amount of data for members to digest, publishing this information demonstrates a commitment from NHS Brent to drive improvements in this area. Appendices 2 and 3 contain the practice specific information, with comparisons to previous year's performance and national results.
- 1.5 The Health Partnerships Overview and Scrutiny Committee should take this opportunity to question officers from NHS Brent on these issues to ensure that they are satisfied that progress is being made to improve GP access in Brent and patient satisfaction with primary care services.

## **2.0 Recommendations**

- 2.1 The Health Partnerships Overview and Scrutiny Committee is recommended to consider the NHS Brent report on GP Standards and question officers from the PCT on the work being done to improve access to GP services and patient satisfaction.

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