



Health Partnerships Overview and Scrutiny Committee 26th July 2011

Report from the Director of Strategy, Partnerships and Improvement

For Action

Wards Affected:
ALL

NHS Brent GP Access Update – Quarter 4 Results

1.0 Summary

1.1 NHS Brent has provided a report on GP access satisfaction results for 2010/11, as requested by the Health Partnerships Overview and Scrutiny Committee. When members last looked at this issue in April 2011, members were keen to see that improvements would be made in GP satisfaction measures by quarter 4, as NHS Brent felt that the Access, Choice and Experience (ACE) programme should be delivering improved satisfaction by the end of 2010/11.

1.2 The main issues highlighted in the report from NHS Brent are:

- For the indicators relating to “access”, every indicator has shown an overall improvement from 2009/10 to 2010/11, although the split by consortia shows that performance has not improved across all indicators in all consortia.
- For the indicators relating to “experience”, every indicator has shown an overall reduction in satisfaction in Brent from 2009/10 to 2010/11 except “clean, comfortable place to be in”.
- It should be noted that the results for the “choice” element are yet to be released.

1.3 Members should note that the ACE programme has finished and as a result there isn't the resource to prepare specific GP practice scores against each indicator, which had been presented to the committee in April 2011.

2.0 Recommendations

2.1 The Health Partnerships Overview and Scrutiny Committee should consider the report provided by NHS Brent on the GP satisfaction survey results and question officers from the PCT on how they intend to keep working with GPs to improve patient satisfaction with GP services in the borough.

Background Papers:

NHS Brent GP Access Update – Quarter 4 Results

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