

Appendix 1 – GP Access Task Group Activity

Key Lines of Enquiry

The following key lines of enquiry were identified for the GP Access Task Group:

- 1. What is the local demand for GP services and what are the particular needs of Brent residents, including vulnerable patient groups, in relation to accessing GP care?*
- 2. Is there sufficient provision of GP services in the London Borough of Brent based on local population health needs and the growing population in the borough and is there a difference in provision or accessibility between the north and south of Brent?*
- 3. What has been the long-term trend in how GP services are accessed and what has been happening during the Covid-19 pandemic in terms of the balance between remote appointments using digital technology and face-to-face appointments?*
- 4. Is there a danger of exclusion from primary care services for those patients who are not able to use the digital or online options and rely on face-to-face appointments?*
- 5. What strategy is needed to address variation and ensure that there is fair and equitable access to GP services available to Brent residents across the borough?*
- 6. What does benchmarking data show about primary care and GP performance in Brent compared with the other clinical commissioning groups in North West London?*
- 7. What is the role of Patient Participation Groups in addressing accessibility issues?*

Evidence Sessions

A series of evidence sessions have been held by the Task Group from May 2021 to November 2021 with a range of key stakeholders.

	Themes/Areas for Discussion	Participants
Evidence Session 1 May 2021	GP and Out of Hours Provision in Brent, the Demand and Access for Primary Care GP Services, Health Inequalities, Primary Care Workforce and Capacity and Report from the North West London Collaboration of Clinical Commissioning Groups Understanding GP Access in Brent	<ul style="list-style-type: none">• Jonathan Turner (Brent Borough Director, North West London CCG)• Dr MC Patel (Brent Borough Lead, North West London CCG)• Fana Hussain (Head of Planned and Primary Care, North West London CCG)• Sheik Auladin (Managing Director, North West London CCG)• Dr Sachin Patel (Clinical Lead, North West London CCG)• Jon Baker (Deputy Medical Director, LNWHT NHS Trust)• Norrita Labastide (Divisional Manager, LNWHT NHS Trust)• Patrick Brooke (Director, Totally Urgent Care, LNWHT NHS Trust)• John Licorish (Public Health Consultant, Brent Council Public Health)• Jo Kay (Manager, Healthwatch Brent)
Evidence Session 2 June 2021	Quality Standards, GP Access and Deprivation, Deprivation, GP Primary Care and Health Inequalities, Cultural Communities, GP Primary Care and Health	<ul style="list-style-type: none">• Isha Coombes (Programme Director Brent Integrated Care and Community Services)• Sheik Auladin (Managing Director North West London CCG)• Dr MC Patel (Brent Borough Lead, North West London CCG)• Fana Hussain (Head of Planned and Primary Care, North West London CCG)• Jonathan Turner (Borough Director Brent, North West London CCG)• Dr Jahan Mahmoodi (Clinical Director Primary Care Network)• Bethenie Woolfson (Area Inspector Manager, Care Quality Commission)• John Licorish (Public Health Consultant, Brent Council)
Evidence Session 3 June 2021	Understanding Digital Exclusion in Brent, Digital GP Access and Health Inequalities, Digital Local Offer for GP Primary Care	<ul style="list-style-type: none">• Dr Ishani Patel (Clinical Lead, NW London Digital Accelerator)• Dr MC Patel (Brent Borough Lead, North West London CCG)• Fana Hussain (Head of Planned and Primary Care, North West London CCG)

		<ul style="list-style-type: none"> • Rehana Ramesh (Digital Lead, Brent Council Customer and Digital Services) • Madeleine Leathley (Digital Workstream Lead, Brent Council Customer and Digital Services) • John Licorish (Public Health Consultant, Brent Council)
Evidence Session 4 July 2021	General Practice Teams and Primary Care Services, Supporting Patients to Access GP Primary Care, General Practice Workforce and the Digital Offer	<ul style="list-style-type: none"> • Jonathan Turner (Borough Director Brent, North West London CCG) • Fana Hussain (Head of Planned and Primary Care, North West London CCG) • Sheik Auladin (Managing Director North West London CCG) • Dr MC Patel (Brent Borough Lead, North West London CCG) • Michelle Reilly (Practice Manager at the Lonsdale Surgery) • Dr Sana Rabbani (GP at the Freuchen Practice) • Karen McCartney (Practice Nurse at The Surgery) • Dr Mohammed Haidar (GP at the Wembley Practice)
Evidence Session 5 October 2021	Vision for Primary Care in Brent, Pathways from GP Services to Mental Health Services, GP Practice Contingency Planning	<ul style="list-style-type: none"> • Fana Hussain (Interim Borough Director Brent, North West London CCG) • Dr MC Patel (Brent Borough Lead, North West London CCG) • Sarah Nyandoro (Head of Joint Commissioning – Mental Health, Learning Disabilities and Autism North West London CCG)
Evidence Session 5a October 2021	Vision for Primary Care in Brent	<ul style="list-style-type: none"> • Councillor Neil Nerva (Lead Member for Public Health, Culture and Leisure, Brent Council) • Councillor Harbi Farah (Lead Member for Adult Social Care, Brent Council) • John Licorish (Public Health Consultant, Brent Council)
Evidence Session 6 To be held in November 2021	Pathways from GP Services to Mental Health Services	<ul style="list-style-type: none"> • Philippa Galligan (Borough Director for Brent Mental Health Services, Central and North West London NHS Foundation Trust) • Kemi Akanle (Clinical Director for Brent Mental Health Services, Central and North West London NHS Foundation Trust)

GP Access Patient Engagement Survey

The Task Group will conduct a survey of local residents to hear about their experiences of accessing their local GP since the end of lockdown in March 2021.

Task Group members will work alongside Healthwatch Brent as volunteer data collectors to conduct the survey in various communities in Stonebridge, Preston, Wembley and Willesden. The results of the survey will be collated by officers at Brent Council and volunteers at Brent Council, and will inform the Task Group's findings and recommendations to the Council's Cabinet and local NHS organisations.