

	<p style="text-align: center;"><b>Health Select Committee</b> <b>23<sup>rd</sup> October 2008</b></p> <p style="text-align: center;"><b>Report from the Director of Policy &amp; Regeneration</b></p>
For Action	Wards Affected: ALL
<b>GP Access Survey</b>	

## 1.0 Summary

- 1.1 The results of the 2007/08 National Patient Satisfaction survey have been published. The survey was managed by IPSOS Mori and results have been sent to each PCT in England.
- 1.2 The survey measures patient satisfaction with access to their GP. Specifically, it looks at satisfaction with four indicators:
- Telephone Access
  - 48 Hour Access to GP
  - Advance Booking
  - Appointment with Specific GP
- 1.3 The results for Brent show that satisfaction for three out of the four measures was below satisfaction levels for London (telephone access, advance booking and appointment with a specific GP) and all measures were below the average level for England. NHS Brent has produced an action plan to tackle these issues.

## **2.0 Recommendations**

- 2.1 Members should question officers from NHS Brent on the survey results and action plan, to ensure that steps are taken to improve access to GPs and patient satisfaction.

## **3.0 Detail**

- 3.1 Full details are included in the PCT report, appendix 1 to this covering report.

## **4.0 Financial Implications**

- 4.1 None

## **5.0 Legal Implications**

- 5.1 None

## **6.0 Diversity Implications**

- 6.1 None

## **7.0 Staffing/Accommodation Implications (if appropriate)**

- 7.1 None

## **Background Papers**

### **Contact Officers**

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