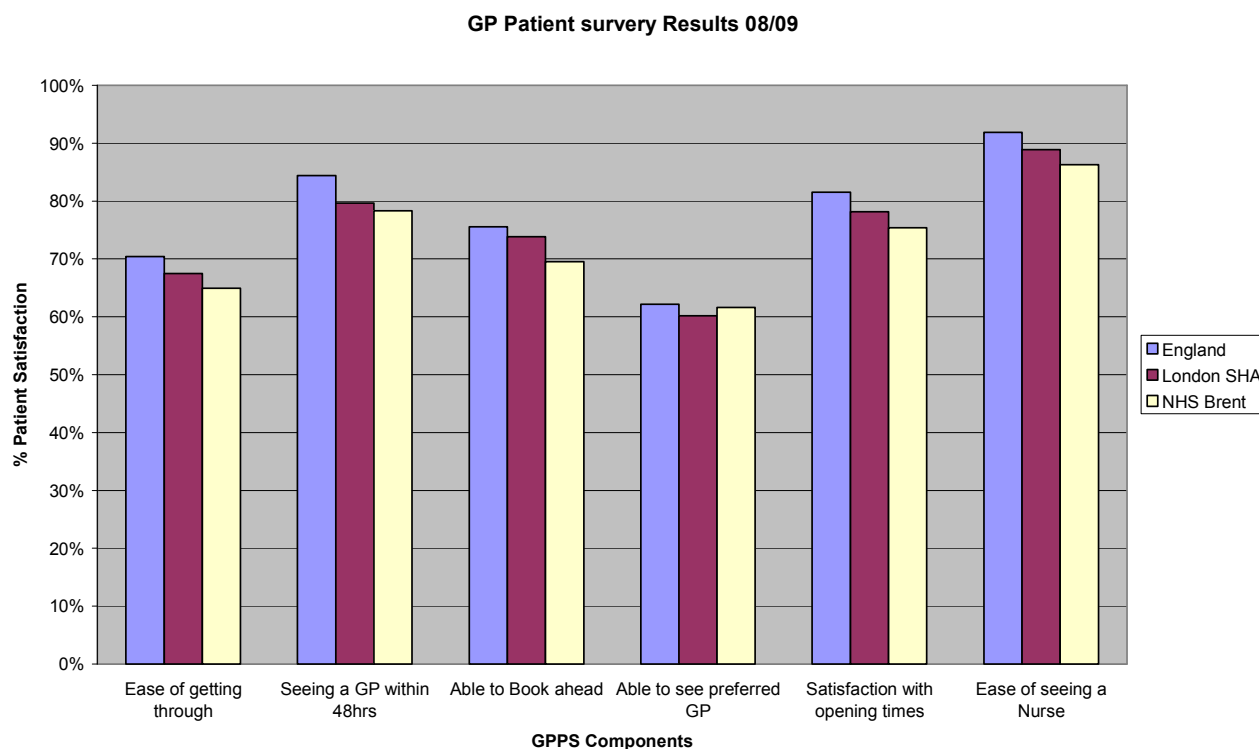


NHS Brent – Improving GP Access Update

The GP Patient survey 08/09 has presented NHS Brent with a large piece of work in improving patient's satisfaction with Access to GP services. The chart below compares the outcomes of the 6 main components of the GPPS for NHS Brent with that of England and London SHA. These are also the 6 main components that NHS Brent are focusing on to improve the 'overall satisfaction' with Access across NHS Brent.



NHS Brent has responded to the results from the GPPS survey 08/09 in partnership with the Practices of NHS Brent and with support from the LWLMC, LMC, PEC and PBC. This was done by holding an 'Improving Access discursive event' on the 20th January 2010 for the GP's and practice staff from across NHS Brent. There were over 70 attendees from 41 of the 71 practices in NHS Brent, each of whom had an opportunity to discuss Improving Access and the approach that their practice would like to take in Improving Access. The outcome of the event has left NHS Brent looking forward to Improving Access for patients by implementing support modules for practices. The 'modular' approach is being put forward in the Improving GP Access business case for approval.

The support module approach is an outcome from the feedback from the attendees at the event. NHS Brent's 'Improving Access Steering group' are assessing the responses to the event to ensure the best way forward for Improving GP Access for patients. The modules as yet are not complete but the main areas that were highlighted as areas where support and analysis is required are:

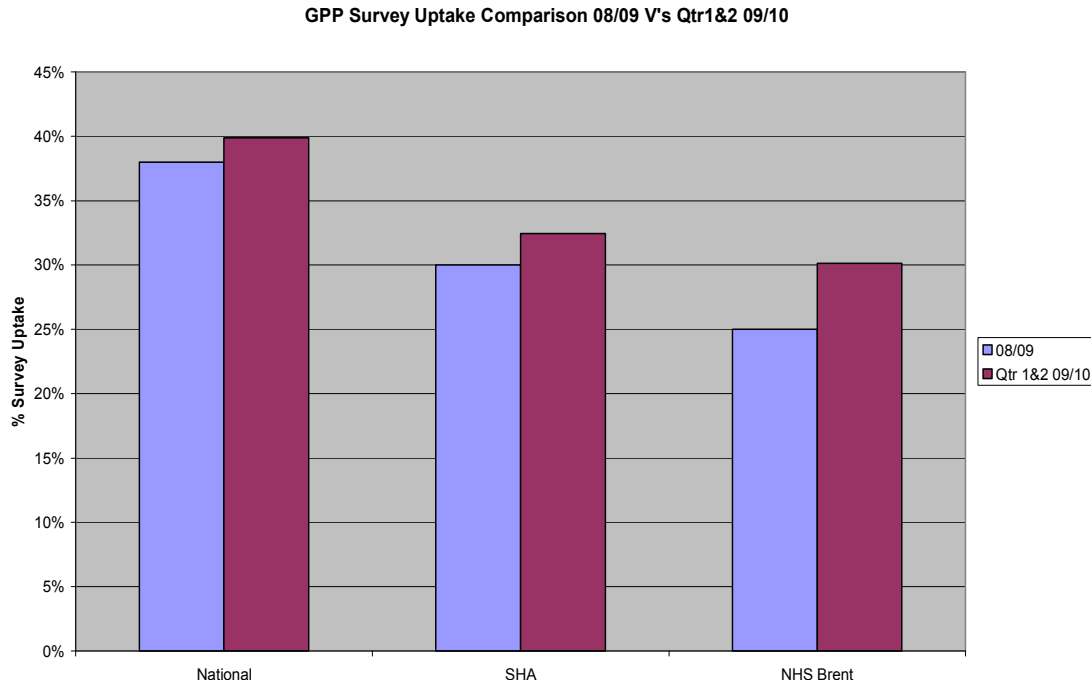
Possible area of work for Improving GP Access

- Demand & Capacity studies
- Using Appointments per 1,000 patients as a guide for demand
- Creation of individual Practice Plans
- Increasing skill mix within the practice
- Practice staff to attend Customer Care training
- To carry out in-house staff & patient surveys
- Practices to improve team motivation
- Consider telephone triage
- Review IT innovations (text messaging etc)
- Improve QoF scores for Access

The improvement modules are being prepared and if approved will be delivered to NHS Brent practices as part of an Improving Access Programme of work.

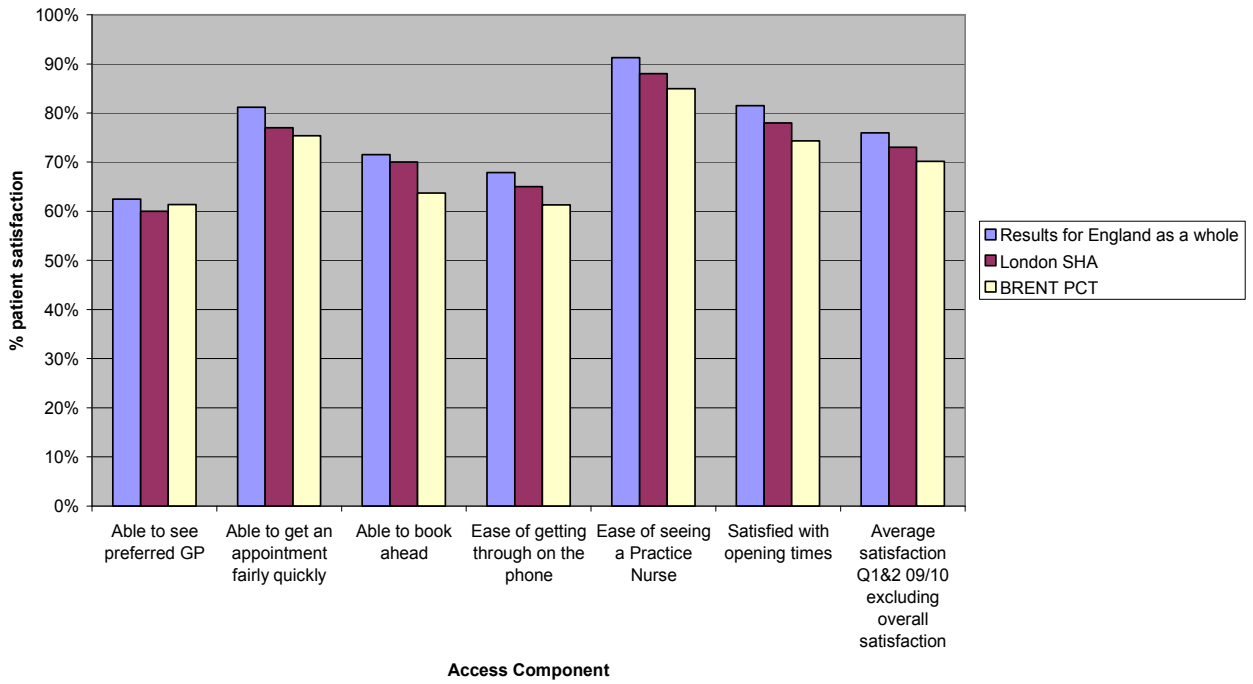
The results from Qtr 1&2 for 09/10 are now available and the results are explained below.

The GP Patient Survey for 2009/10 was developed with Ipsos MORI and academics from the National Primary Care Research and Development Centre and the Peninsular Medical School. Patients across England were invited to take part during April to June and July to September 2009. The results were published on 17 December 2009 by Ipsos MORI. From the 32,685 surveys sent out 9,852 were completed by NHS Brent patients for Qtr 1 & 2. In 08/09 69,520 surveys were sent out with a 17,701 surveys returned. Below is a graph showing a 5% improvement in NHS Brent's response rate in uptake for Qtr 1&2 09/10, compared with qtr's 1,2,3,&4 in 08/09.



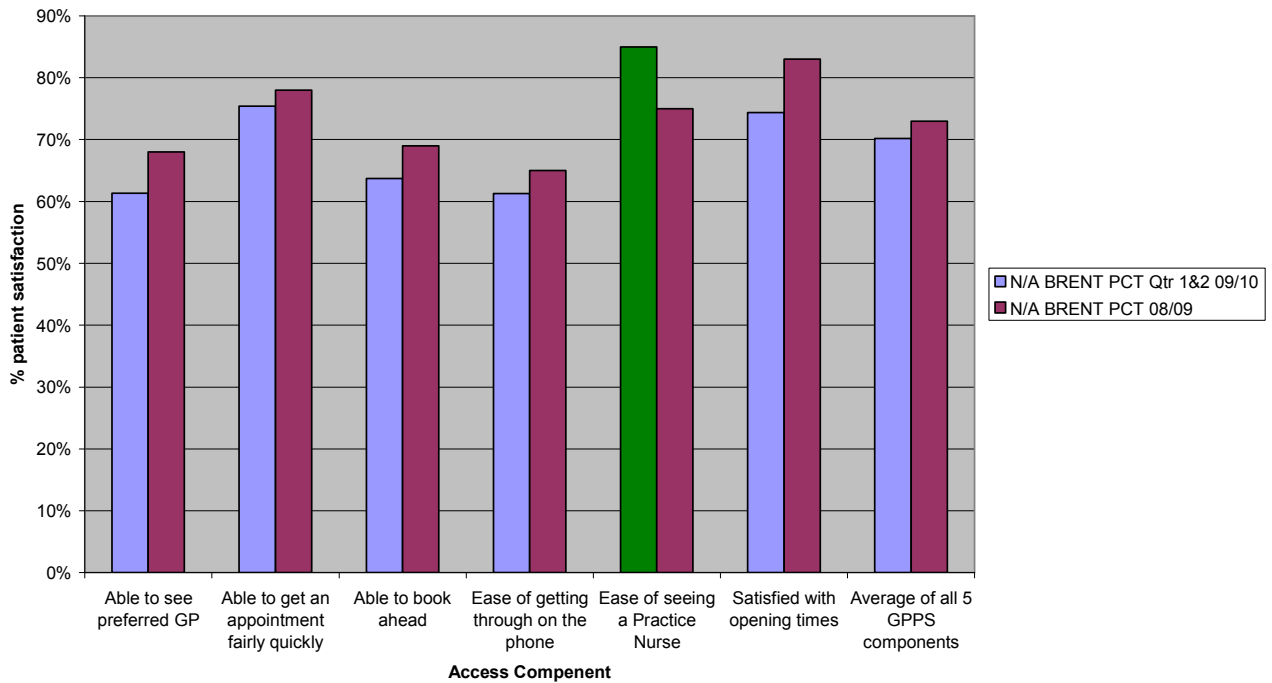
However, even though the response rate has slightly improved the satisfaction scores from Qtr 1&2 09/10 are below those of 08/09. We would hope that the effects of the more recent work in Improving Access i.e. Extended Hrs, raising the profile of Access, the intended delivery of Community Engagement Access presentations to patients will have a positive impact in Qtr 3&4 and therefore show an improvement, however slight, in overall satisfaction. Bearing this in mind any improvement as a result of the Improving GP Access Programme may not be realised until Qtr 1&2 10/11

GPPS results Qtr1&2 09/10



One area that has scored higher in Qtr 1&2 is 'ease of seeing a nurse'.

GPPS Comparison 08/09 V's Qtr 1 & 2 09/10



The next steps for NHS Brent for improving patient Satisfaction with GP Access are:

- Submission of Business case to move Access programme forward by using 'modules' of activities
- Visit practices to create and agree Practices Plans
- Hold workshops in line with Practice requirements
- Attend Community Engagement workshops to promote the GPPS
- Create the Access 'Modules' in line with Patient/GP/PCT requirements
- Deliver modules, facilitation and support to identified practices
- Monitor and report on GPPS results