



Health Select Committee
20th October 2009

**Report from the Director of
Policy & Regeneration**

For Action

Wards Affected: ALL

GP Access Survey 2008/09

1.0 Summary

1.1 The GP access survey for 2008/09 was conducted between January and March 2009. The survey records patients' views against four indicators:

- Telephone access
- 48 hour GP access
- Advanced appointment (2+ days ahead)
- Specific GP

1.2 The Health Select Committee has considered the results of previous GP access surveys, as well as action plans that have been put in place to improve patients' satisfaction with GP services in the borough. The headlines from the 2008/09 survey are:

- The response rate to the survey has fallen to 25% of people contacted to take the survey. Last year the response rate was 28%. The average in London in 2008/09 was 30% and the national average was 38%
- Satisfaction with telephone access was 65%, compared to 82% last year. The London average this year was 67%, the national average 70%
- Satisfaction with 48 hour GP access was 78%, compared to 83% last year. The London average this year was 80%, the national average 84%
- Satisfaction with advanced appointment was 69%, compared to 73% last year. The London average this year was 74% , the national average 76%

- Satisfaction with ability to see a specific GP was 68% compared to 71% last year. The London average this year was 71%, the national average 77%.
- 1.3 Performance across all indicators is worse than last year and lower than the London and national averages. It should be added that London and national averages have fallen in 2008/09 compared to previous years, suggesting that this isn't a situation unique to Brent.
- 1.4 GP access is an issue that has been of concern to the Health Select Committee in the past and so members are likely to be interested in these results and how NHS Brent and GPs are responding to improve patient satisfaction. Although the response rate was disappointing, members should be concerned that performance is getting worse despite NHS Brent having an action plan in place to improve performance in this area.
- 1.5 NHS Brent does intend to use the survey results to improve GP access. An Access Improvement Transformation Programme will be undertaken, which will support a number GP practices to manage demand and in capacity mapping, reduction in DNAs (do not attends), increased efficiency and an increase in the number of appointments available weekly. The Programme will encourage a best practice/shared learning methodology which will enable all Brent practices to gain from the Programme's aims. Particular emphasis will be placed on those practices that have consistently under-achieved in the Patient Surveys. GP contract performance management in 2008/09 will also focus on poor access.
- 1.6 A steering group to support the Access Improvement Transformation programme is to be established by October 2009. The Health Select Committee should ask for an update on this work.

2.0 Recommendations

- 2.1 The Health Select Committee should question officers from NHS Brent on the results of the GP access survey and the implementation of the Access Improvement Transformation Programme.

3.0 Financial Implications

- 3.1 None

4.0 Legal Implications

- 4.1 None

5.0 Diversity Implications

- 5.1 None

6.0 Staffing/Accommodation Implications (if appropriate)

6.1 None

Background Papers

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