

Members of the Primary Care Commissioning Committee are asked to:

- 1. Consider the Healthwatch Primary Care access report.**
- 2. Consider response actions beyond PACS initiatives already being implemented.**

Purpose

This report outlines the Healthwatch report into access to GP appointments.

Background

Between December 2015 and February 2016 Healthwatch Northumberland worked on a countywide project to understand patient's experiences of accessing GP appointments and the systems used by GP practices. Feedback from both patients and GP practices was used in the productions of the report.

Detailed findings are at the Appendices.

Discussion

The report's findings very much reflect the outcomes of the Vanguard programme's countywide survey. The committee may wish however to consider if further actions, beyond the initiatives already been scoped and delivered under the Primary and Acute Care System (PACS) primary care at scale work, are required in response to the specific detail of this report.

Recommendation

The Northumberland Primary Care Committee are asked to consider if any further actions, beyond the progress of PACS, are required.

Appendix 1: Access Overview

Appendix 2: Detailed findings

