



LONDON BOROUGH OF
HARROW

Report for: Health and Wellbeing Board

Date of Meeting:	Thursday 7 th November 2024
Subject:	GP Patient Survey Results and Improving Access
Responsible Officer:	Isha Coombes, Harrow Borough Director, NW London ICB
Public:	Yes
Wards affected:	All Wards
Enclosures:	Report – GP Patient Survey Results and Improving Access

Section 1 – Summary and Recommendations

This report sets out access to primary care services in the borough of Harrow, as provided by the 31 GP practices and five Primary Care Networks (PCNs).

The report sets out the current access provision, including numbers of patients seen, the breakdown of face to face to virtual appointments and the workforce in place.

The issues and risks identified with the growing demand for primary care services are also set out along with planned course of actions to further improve primary care access.

Recommendations:

The Board is requested to:

Note the report which highlights the increasing demand for primary care services as a result of an aging population and population growth as part of the Borough's regeneration programme.

Support the initiatives and actions to improve access to services, specifically in relation to the estate's challenges highlighted in the report.

Section 2 – Report

Primary care remains a gateway to a range of services and the first point of contact for most patients. The report outlines a number of initiatives to improve access which includes:

- Increasing capacity in primary care
- Expanding Pharmacy First scheme to enable management of identified conditions in community pharmacy settings
- Developing integrated pathway to enable delivery of a more patient centred approach, reducing duplication, administrative paperwork and silo working.
- Developing the digital agenda

The report also includes the challenges with the estate's infrastructure, the lack of capacity to house newly recruited staff and the ageing estates in the borough. This poses a substantial risk to meeting the primary care needs of our population. The ICB is committed to working with the Harrow Council and other system partners to secure modern, fit for purpose premises from which to deliver health and care services.

Ward Councillors' comments

Financial Implications/Comments

N/A

Legal Implications/Comments

The key responsibilities of the Health and Wellbeing Board include:

To agree health and wellbeing priorities for Harrow

To develop a joint health and wellbeing strategy

To promote joint commissioning

To ensure that Harrow Council and the Integrated Care Board's commissioning plans have had sufficient regard to the Joint Health and Wellbeing strategy

To consider how to best use the totality of resources available for health and wellbeing, subject to the governance processes of the respective partner organisations as appropriate.

To oversee the quality of commissioned health services

To provide a forum for public accountability of NHS, public health, social care and other health and wellbeing services

Undertake additional responsibilities as delegated by the local authority or the Integrated Care Board e.g. considering wider health determinants such as housing, or be the vehicle for lead commissioning of learning disabilities services.

Risk Management Implications

Risks managed within Borough team and escalated to NW London ICB.

Risks included on corporate or directorate risk register? **N/A**

Separate risk register in place? **Yes** – NWL ICB Risk Register

The relevant risks contained in the register are attached/summarised below. **No**

Equalities implications / Public Sector Equality Duty

Was an Equality Impact Assessment carried out? - No

EqIA completed as appropriate on schemes within the report by NW London ICB

Council Priorities

Please identify how the decision sought delivers this priority.

1. **A council that puts residents first**
2. **A borough that is clean and safe**
3. **A place where those in need are supported**

Section 3 - Statutory Officer Clearance (Council and Joint Reports)

Statutory Officer: Belvin Corriette

Signed on *behalf of/by the Chief Financial Officer

Date: 21/10/2024

Statutory Officer: Sharon Clarke

Signed on *behalf of/by the Monitoring Officer

Date: 21/10/2024

Chief Officer: Carole Furlong

Signed by the Director of Public Health

Date: 24/10/2024

Mandatory Checks

Ward Councillors notified: No, as it impacts on all Wards

Section 4 - Contact Details and Background Papers

Contact: Isha Coombes, Borough Director – Harrow, NW London ICB
i.coombes@nhs.net

Background Papers:

Report on GP Patient survey results

<https://www.england.nhs.uk/statistics/2024/07/11/gp-patient-survey-2024/>

Lord Darzi's report:

<https://www.gov.uk/government/publications/independent-investigation-of-the-nhs-in-england/summary-letter-from-lord-darzi-to-the-secretary-of-state-for-health-and-social-care>

Benefits to patients, Cloud based telephone systems:

<https://www.england.nhs.uk/south-east/info-professionals/south-east-region-primary-care-transformation-programme/modern-general-practice-overview/digital-access-a-front-door-to-the-nhs/advanced-cloud-based-telephony/#:~:text=Benefits%20for%20patients&text=This%20means%20they%20will%20no,to%20request%20a%20call%20back>