

Experience of GP Services

Marie Pate, Operational Manager
May 2021

Background

- ❖ The role of Healthwatch is to gather intelligence / evidence, to check and challenge service delivery, identify where services need to change and to make recommendations to the Clinical Commissioning Group (CCG), Council and other health and social care providers.
- ❖ In January we issued our Access to General Practice's (GP's) and Dental Services Report, which was discussed at the last H&WB.
<https://www.healthwatchharrow.co.uk/insight-and-reports>
- ❖ In April we shared our Quarterly Trend Analysis Reports. It is important to note that these reports are only as reflective as the data we collect and people are more likely to raise negative feedback than positive. The GP Patient Experience Report - April 2020 to March 2021 is based on the experiences of 561 people.
http://healthwatchharrow.co.uk/sites/default/files/gp_patient_experience_01.04.20_-_31.03.21.pdf
- ❖ In general, concerns raised do not relate to the quality of care that people receive, the issues raised relate to accessing services.
- ❖ Our reports are shared with a wide range of stakeholders as it is important for the voice of patients and citizens to be heard at all levels for example the Health & Wellbeing Board, the Acting Borough Lead Director, PCN's and GP's.



Key points:

- ❖ Feedback suggests that people are broadly satisfied with customer service (staff attitude and quality). While service access remains an issue for many - complaints about ability to book appointments, waiting times and lists have all marginally decreased this quarter. Administration also remains an issue, with more complaints recorded. Overall sentiment is 60% positive, 39% negative and 1% neutral.
- ❖ Accessibility on appointment bookings has improved this quarter by 4%.
- ❖ Positive feedback remains low at 32% (figure 4.1.3 in the report).
- ❖ Health Alliance PCN appears to have a particular issue with 92% of feedback negative (figure 4.1.4 in the report). The following GP surgeries are all part of the Health Alliance PCN: Aspri Medical Centre, Belmont Health Centre, Stanmore Medical Centre, Streatfield Medical Centre, Circle Practice, Enterprise Practice.
- ❖ Bacon Lane Surgery, GP Direct and Mollison Way Surgery receive a notable volume and ratio of positive feedback, while others receive a notable volume of negative comments particularly regarding appointment booking.
- ❖ The ability to obtain timely appointments is a problem for many, with accounts of congested telephone lines and waits of days (or more) to see a clinician. Choice is also an issue, with some patients not comfortable with, or able to undertake remote appointments. However, sentiment about booking and waiting has improved by 11% this quarter.



Next Steps: Response from CCG

1. The CCG Executive team following our January report agreed that they would support General Practice in their transition back to normal business arrangements, supporting access, particularly telephone access to services. They would work with Practices to look at what the right capacity and balance of virtual and face to face conversations will be within this.
2. Concerns relating to Stanmore Medical Centre have been raised by the CCG Executive team and an action plan put in place to address the key issues. The Q4 report was too early to access the impact of these changes. The Practice (to date) have made progress in engaging with Patient Group representatives to discuss their action plan, communicate changes to the way telephone/appointment systems will operate and raise local awareness on changes made to their digital points of contact.
3. The CCG raised concerns arising from the Q4 report with the Pinn Medical Centre, who acknowledged the findings and responded formally via a letter to the CCG Executive. A meeting between the Practice and the CCG Primary Care Team is due to take place on 2nd June to discuss the practice response and a plan going forwards.
4. Given the on going concerns with a practice in the Health Alliance PCN, the CCG reached out to the PCN Clinical Director to look into the findings of the Q4 report and are awaiting a statement from them on how the PCN will collaboratively address these matters.



Harrow Mental Wellbeing Report

Report conclusions:

- ❖ Accessing out of hours services is cited as an issue along with the consequences of digital exclusion.
- ❖ Stress, worry and anxiety are cited as key areas of concern as a result of isolation, demanding workloads, risk of infection, poverty and job security.
- ❖ The easing of restrictions will certainly improve some of the key issues identified regarding loneliness and isolation, as people will be able to meet with friends and family and be able to take up their hobbies etc.
- ❖ The longer-term impact places a greater reliance on support services being available and people being aware of where they can get support. This relates to local community support through Community teams, GP's and the voluntary sector and also through Central and North West London NHS Foundation Trusts (CNWL) who care for people with a wide range of physical and mental health needs.
- ❖ There needs to be greater communication of the support that is available and future commissioning of services needs to meet the increasing demand.

“Appreciate that it is not just formal mental health services which contribute to a person's mental health, it is also clubs like the bowling clubs which contribute hugely to people having a positive outlook on life.”



Next steps: Response from CNWL

- ❖ All Community Adult Hubs are offering Patients' choices for face to face appointments, Telephone Consultations and Telemedicine. We have set target for our face to face contacts to go up gradually.
- ❖ The Psychotropic Medication and Physical health Clinic for Depot and Clozapine has remained opened through the Pandemic and Patients attend Bentley House as per usual and where necessary we facilitate home visits and we are carrying on with Physical health checks.
- ❖ We have invested through the VCSE project and currently Dawn is providing Social inclusion groups 2 days a week Wednesdays and Sundays and Ignite due to also offer services in the coming weeks.
- ❖ We also have the option of referring our Patients to the Coves for extra support during Crisis.
- ❖ We have three Social Prescribers in the adult hubs and going forward we expect their relationship to strengthen with Primary Care.
- ❖ We have received new LTP funding for few posts i.e. Band 7 OT, Band 6/5 Nurses and we also waiting for 2.5 WTE ARRS funding to be finalised from Our PCNs.
- ❖ Our Group therapies are more formalised now across a number of mental health conditions and we follow the Trauma Informed Approach.

