



Report of: **Chair of Health and Care Scrutiny Committee**

Meeting of	Date	Ward(s)
Executive	15 January 2014	All

Delete as appropriate	Exempt	Non-exempt

SUBJECT: GP APPOINTMENTS SYSTEMS

1. Synopsis

- 1.1. This report requests that the Executive receive the recommendations in relation to the scrutiny review on "GP Appointment Systems" following completion of the scrutiny.
- 1.2. The Committee recognises the increased pressures GPs are facing. The review has looked specifically at the demand for GP appointments in Islington which has 37 registered practices some of which are small single-handed practices whilst others have multiple partners, nurses and health care assistants, and very large patient lists. It has also looked at their capacity to meet demand, having regard to the challenges posed locally and wider considerations such as public expectations, the availability of urgent care, the changing interface between acute and primary care, and the move towards integrated care which is being pursued by Whittington Health and others.
- 1.3. In light of the evidence received the Committee have formulated their key recommendations that they consider will help to improve access for patients and look to alleviate pressure on A&E departments, whilst also supporting GPs to optimise their approach to appointment systems. The Committee are of the view that its recommendations will assist in contributing to the good work that is already going on and hope that their recommendations will assist in improving patient experience in obtaining appointments.

1. Recommendations

- 1.1. To receive the report of the Health and Care Scrutiny Committee.

2. Background

- 2.1. The Health and Care Scrutiny Committee agreed the priority topics for scrutiny in November 2012 and agreed to carry out a scrutiny review focusing on GP Appointments Systems with the following objectives –
- To assess how effective urgent and non-urgent appointment systems are and how these vary across the borough.
 - To examine GP appointments against current targets and identify any under-performing areas.
 - To collect evidence of patient experiences and assess any unmet needs.
- 2.2. The recommendations in the report support ways in which the evidence gathered by the Committee can help the council with improving GP appointments systems.
- 2.3. The delay in reporting is due to integrating the committee's findings with a funded exercise carried out by Islington CCG to investigate access to urgent care across the Borough.

3. Implications

3.1. Financial implications

The proposals in the review would need to be costed by the Executive, to the limited extent they impact on Council obligations.

3.2. Legal Implications

There are no legal implications at this stage.

3.3. Equalities Impact Assessment

An Equalities Impact Assessment has not yet been completed because the decision being sought is only to consider the recommendations.

4. Conclusion and reasons for recommendations

- 4.1. The Committee recognises and commends the valuable service GPs provide and is aware of the extremely significant contribution they make to the health and social care system. The Committee would like to extend particular thanks to those witnesses who took the time to come and give evidence to the Committee.
- 4.2. The Committee are conscious that the NHS, including GPs, are subject to increasingly tight budgetary restrictions and we recognise that this may impact on services. The Committee are of the view that its recommendations will assist in contributing to the good work that is already going on and hope that their recommendations will assist in improving patient experience in obtaining appointments.

Background papers:

Final Report Clearance

Signed by

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Councillor Martin Klute

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Date

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