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## Health and Wellbeing Board

20 July 2016

Report of the Health and Wellbeing Board Healthwatch York  
Representative

### Healthwatch York Report – Access to GP Services

#### Summary

1. This report asks Health and Wellbeing Board (HWBB) members to receive a new report from Healthwatch York entitled 'Access to GP Services' (Annex A refers).

#### Background

2. Healthwatch York produce several reports a year arising from work undertaken as part of their annual work programme. These reports are presented to the Health and Wellbeing Board for consideration.
3. The agreed procedure adopted for Health and Wellbeing Board is to receive these reports initially and then delegate these to the JSNA/JHWBS Steering Group who will consider the most appropriate way of implementing the recommendations. This may include incorporating them into ongoing JSNA work; asking other sub-boards of the HWBB to add them to their action plans or considering them for inclusion within the Joint Health and Wellbeing Strategy.

#### Main/Key Issues to be Considered

4. There are a number of recommendations arising from Healthwatch York's most recently produced report and these are set out in the table below:

Recommendation	Recommended to
Support GP practices to improve their systems for making appointments, particularly by phone.	NHS England Vale of York Clinical Commissioning Group

<b>Recommendation</b>	<b>Recommended to</b>
Explore the practicalities of opening up e-booking systems to under 18s in those practices where this is not currently possible.	
<p>Support GP practices to increase their use of technology (phones and computers) to improve access to services for patients.</p> <ul style="list-style-type: none"> <li>• Text reminders</li> <li>• Online booking systems for appointments and repeat prescriptions</li> <li>• Use of telephone consultations</li> <li>• Wi-Fi for patient areas</li> </ul>	Vale of York Clinical Commissioning Group / Virtual Clinical Network
Support GP practices to increase awareness of Patient Participation Groups (PPGs) to ensure they are representative of the patient population including young people, disabled people, and people from the BME community. Consider how Healthwatch York might be involved in this work.	Local Medical Committee (LMC) Vale of York Clinical Commissioning Group
When planning mergers, consider all the practicalities which will affect patients' experience of accessing their GP and consult with patients prior to the merger.	Any GP practices in York considering a merger
Consider the role of GP practices in providing information to enable people to take more responsibility for their own health. Explore ways of involving patients of all ages and backgrounds to make sure the information is useful and useable.	Virtual Clinical Network All GP practices in York

<b>Recommendation</b>	<b>Recommended to</b>
Consider using Patient Participation Groups to find out patients views on whether there is a need for additional early morning, evening or Saturday morning appointments.	All GP practices in York Vale of York Clinical Commissioning Group NHS England
Consider how to enable all GP surgeries to be fully accessible for all members of the community.	Property Physical Access Committee

### **Consultation**

5. There has been no consultation needed to produce this accompanying report for the Board. Healthwatch York has consulted extensively to produce the report and details of this are at Annex A.

### **Options**

6. This report is for information only and as such there are no specific options for members of the Board to consider.

### **Analysis**

7. Not applicable.

### **Strategic/Operational Plans**

8. The work from Healthwatch contributes towards a number of the themes, priorities and actions contained within the current Joint Health and Wellbeing Strategy.

### **Implications**

9. There are no implications associated with the recommendations set out within this report. However there may be implications for partners in relation to the recommendations within the Healthwatch York report.

### **Risk Management**

10. There are no known risks associated with the recommendations in this report.

## Recommendations

11. Health and Wellbeing Board are asked to:

- Receive and comment on the report from Healthwatch York at Annex A
- Refer the report to the JSNA/JHWBS Steering Group for further consideration

Reason: To keep members of the Board up to date regarding the work of Healthwatch York.

## Contact Details

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### Chief Officer Responsible for the report:

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Director of Public Health

Report  
Approved



Date 06.07.2016

Specialist Implications Officer(s) None

Wards Affected:

All

For further information please contact the author of the report

Background Papers:

None

## Annexes

Annex A – Access to GP Services