

Healthwatch York Report: Exploring Access to GP Services in York – Interim Report September 2024

Summary

1. This report is for the attention of Board members, sharing a Healthwatch report which looks at the results of a survey exploring people's experiences of accessing GP services within the city of York

Background

2. Healthwatch York provides information and advice about health and care services, signposts people to support, and listens to their experiences when accessing health and care services. One of the areas of health and care we hear most about is accessing GP services. We have committed to working during this financial year to explore this issue further.

Main/Key Issues to be considered

3. Our report's key findings are:
 - Many people shared information about what they value from their local GP, including friendly staff, ease of access, continuity of care, good communication, and priority access for those who need it.
 - The survey also highlighted patient concerns regarding access to GP services. These included difficulties making appointments, challenges with communication and administration, quality of care, inclusivity and equality, emergency response and responses to mental health concerns, staff attitudes and behaviours, and problems with continuity of care.

Consultation

4. In producing this report, we worked with local GP practices to consult the public through a short, simple survey.

Options

5. As this is an interim report, we have not made formal recommendations but there are some next steps and suggestions for the Board to consider.

Implications

6. There are no specialist implications from this report.

- **Financial**

There are no financial implications in this report.

- **Human Resources (HR)**

There are no HR implications in this report.

- **Equalities**

There are no equalities implications in this report.

- **Legal**

There are no legal implications in this report.

- **Crime and Disorder**

There are no crime and disorder implications in this report.

- **Information Technology (IT)**

There are no IT implications in this report.

- **Property**

There are no property implications in this report.

- **Other**

There are no other implications in this report.

Risk Management

7. There are no risks associated with this report.

Recommendations

8. The Health and Wellbeing Board are asked to:
- i.* Receive Healthwatch York's report, Exploring Access to GP Services in York – Interim Report September 2024.
 - ii.* Agree the best route to take forward the suggested next steps.

Reason: To keep up to date with the work of Healthwatch York and be aware of what members of the public are telling us

Contact Details

Author:

Siân Balsom
Manager
Healthwatch York
01904 621133

Chief Officer Responsible for the report:

**Report
Approved**

Date 11.09.24

Wards Affected: All

All

For further information please contact the author of the report

Background Papers:

Annex A – [Exploring access to GP services in York - September 2024](#)