

Health and Wellbeing Board

17 May 2017

Report of the Health and Wellbeing Board Healthwatch York Representative

Healthwatch York Reports

Summary

1. This report asks Health and Wellbeing Board (HWBB) members to receive a new report from Healthwatch York entitled Unity Health Appointment Changes.

Background

2. Healthwatch York produces 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.

Main/Key Issues to be Considered

3. There are a number of recommendations arising from the report and these are set out in the table below:

| Recommendation | Recommended to |
|---|--|
| Extend the hours of operation of the online booking form, for example from 7am to 7pm | Unity Health (and any other adopting practice) |
| Make sure patient information is clear, and provides alternatives for those without the internet. Highlight that patients can still use Patient Access for reviewing their medical records and ordering repeat prescriptions. Communicate changes to online booking | Unity Health (and any other adopting practice) |

| Recommendation | Recommended to |
|---|---|
| <p>through: University screens In surgeries via poster On the website Via email including through the magazine</p> | |
| <p>Where GPs instruct patients they need a repeat appointment, GPs to make sure they have issued a pink chit (this enables patients to book as they leave)</p> | <p>Unity Health (and any other adopting practice)</p> |
| <p>Consider what training may be needed for receptionists to be able to talk patients through the form via telephone</p> | <p>Unity Health (and any other adopting practice)</p> |
| <p>Consider different ways of raising awareness and involvement through Patient Participation Groups</p> | <p>Unity Health (and all York practices)</p> |
| <p>Arrange a session between developers and students with an interest in the mental health options within the form to look at ways to improve the system, including sending an acknowledgement when you submit your form.</p> | <p>Unity Health & the developers</p> |
| <p>For future developments of the system, consider ways of linking the form with medical history, reducing the number of questions each time.</p> | <p>Unity Health & the developers</p> |
| <p>Consider ways of promoting patient privacy.</p> | <p>Unity Health</p> |
| <p>Rerun the survey through June to check whether things have improved.</p> | <p>Healthwatch York & Unity Health</p> |

Consultation

4. There has been no consultation needed to produce this accompanying report for the Board. Healthwatch York consults extensively to produce their reports.

Options

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

Analysis

6. Not applicable.

Strategic/Operational Plans

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

Implications

8. 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

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

Recommendations

10. Health and Wellbeing Board are asked to receive and comment on the report.

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

Contact Details

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Report
Approved

Date 04.05.2017

Specialist Implications Officer(s) None

Wards Affected:

All

For further information please contact the author of the report

Background Papers:

None

Annexes

Annex A – Unity Health Appointment Changes

Glossary

A & E – Accident and Emergency Department

DNA – Did not Attend

GP – General Practitioner

IT – Information Technology

NHS – National Health Service