



Report: HASC Inquiry Proposal 2014/15 (June 2014 update)

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Aim: To complete a minimum of two inquiries during 2014/15. Recent inquiry activity has focussed on local hospital services (HASC response to the Keogh report into Buckinghamshire Healthcare NHS Trust, and Urgent Care) and public health (Reducing Alcohol Misuse). To broaden the committee's coverage and knowledge it is suggested we look at some different areas of service delivery this year.

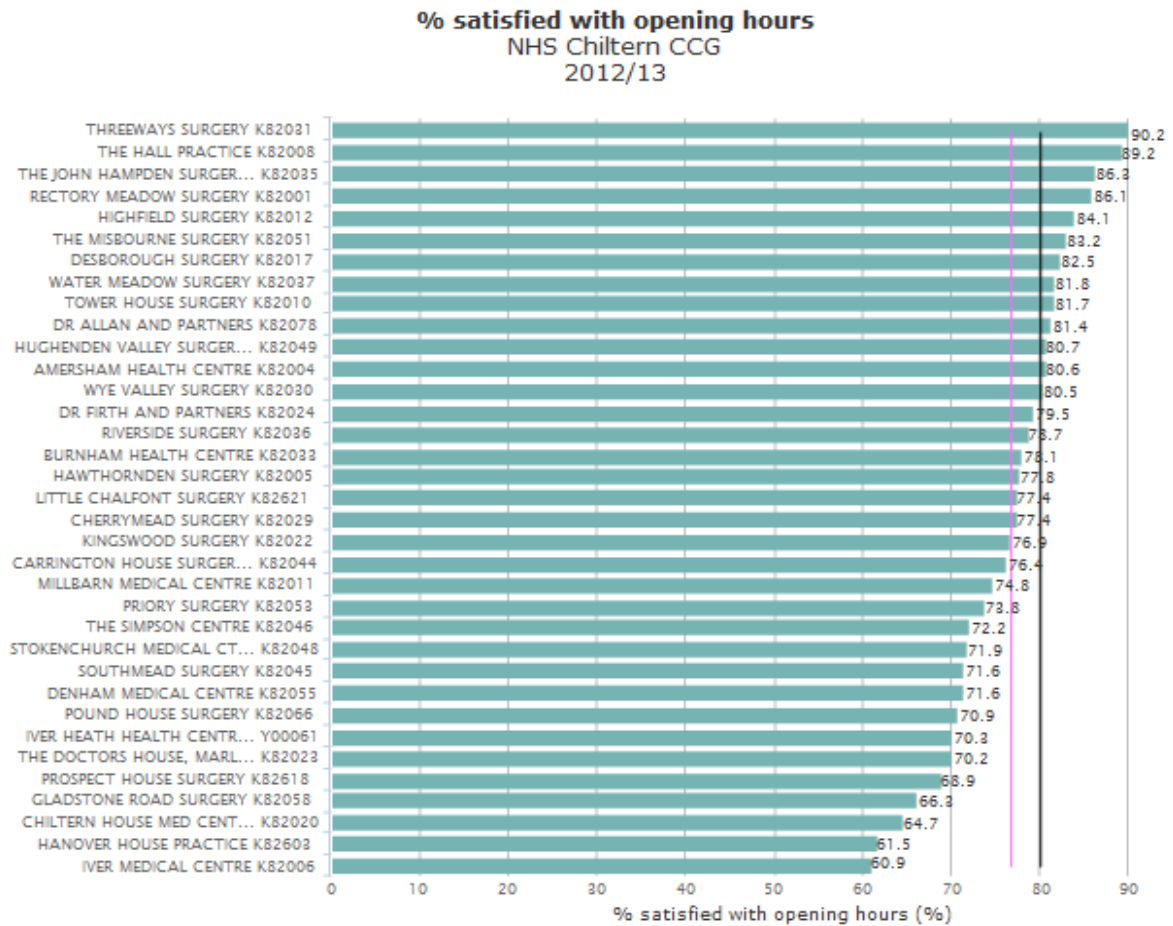
Broad Inquiry Option Selected at May HASC

1) Primary Care Service Provision: GP's

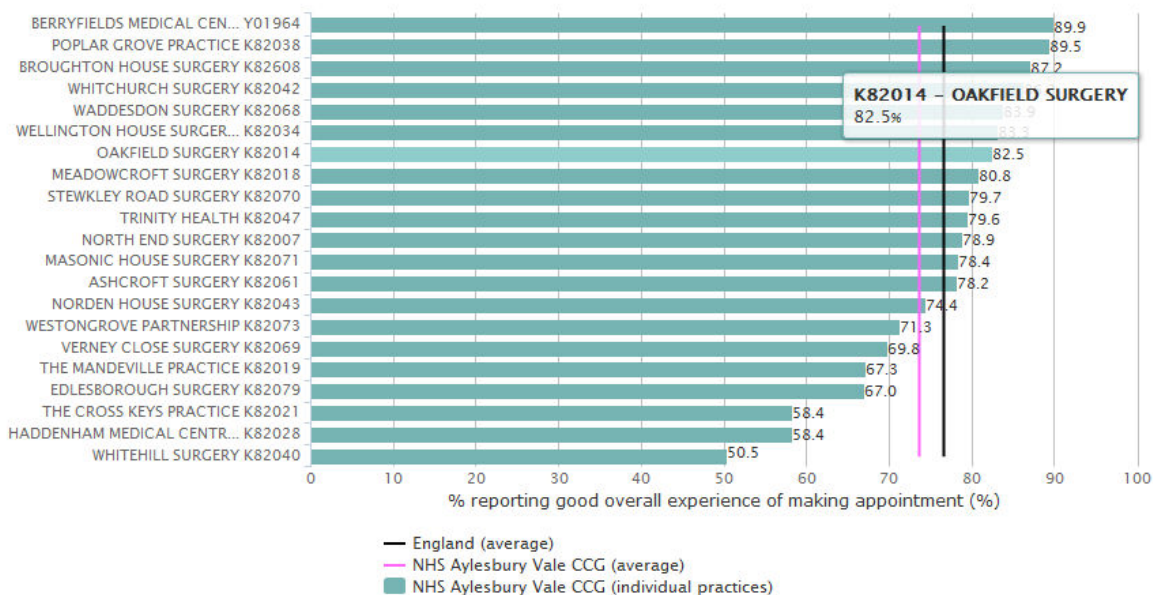
- Data obtained on GP service provision indicates service quality in Buckinghamshire is broadly in line with the England average, however there is quite a wide variation in performance within the county between the different GP surgeries.
- Particular areas of variation include: Ability to see a doctor fairly quickly, Ability to see preferred doctor, Whether a patient would recommend their GP surgery, Patient satisfaction with GP opening hours.
- Nationally there has been coverage of issues concerning accessing GP appointments in a timely manner, growing demand for GP services, and GP inadequacies resulting in pressure on A&E.
- A Primary Care Strategy for Buckinghamshire is currently being developed by the local CCG's (who have been commissioned by the NHS England Thames Valley Area Team to do this on their behalf). This strategy will cover a 3-5 year period commencing March 2015. Our inquiry could contribute to this strategy and its delivery. To do so we would need to undertake an inquiry early in 2014/15.
- Our inquiry could draw on some of the data being collected to inform the Strategy, and possibly also engage the public / undertake some primary data collection to feed into the Strategy.

Appendix A) Background data: GP services

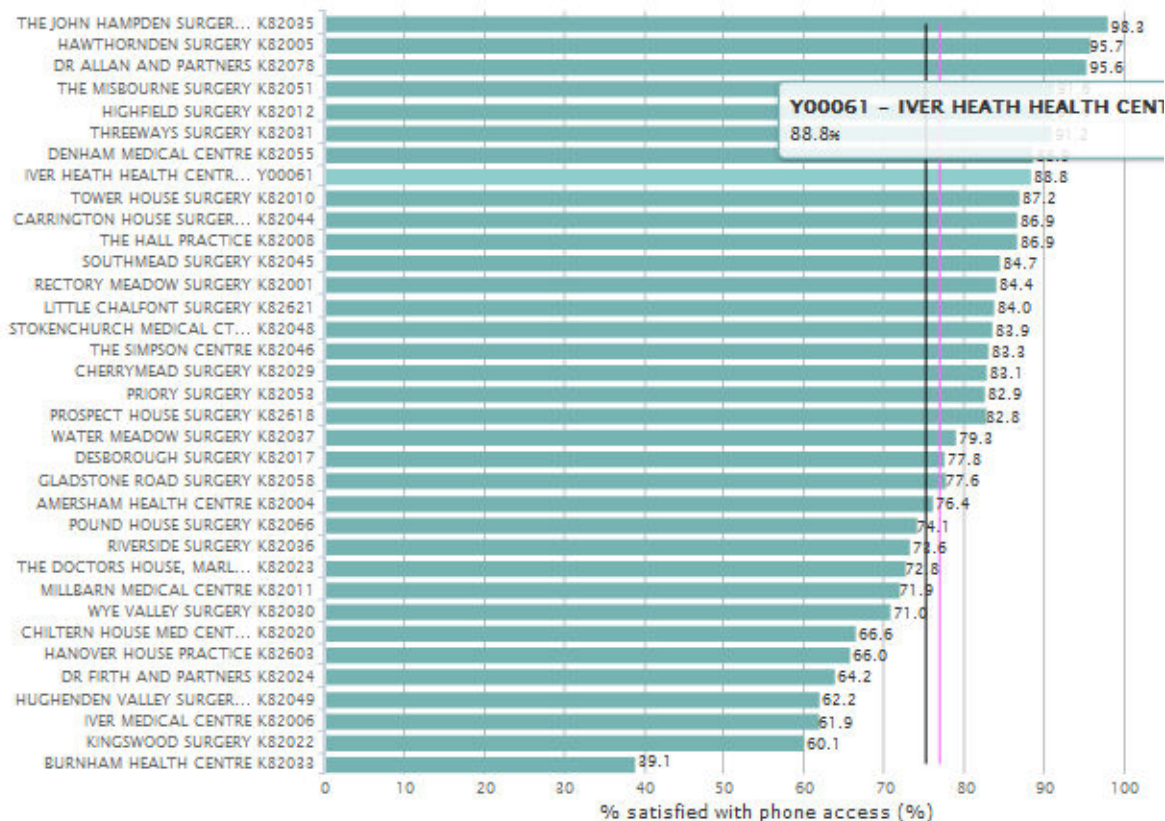
The following graphs illustrate how patient satisfaction varies greatly on a number of scores across GP surgeries in the CCG areas (data from national GP patient survey).



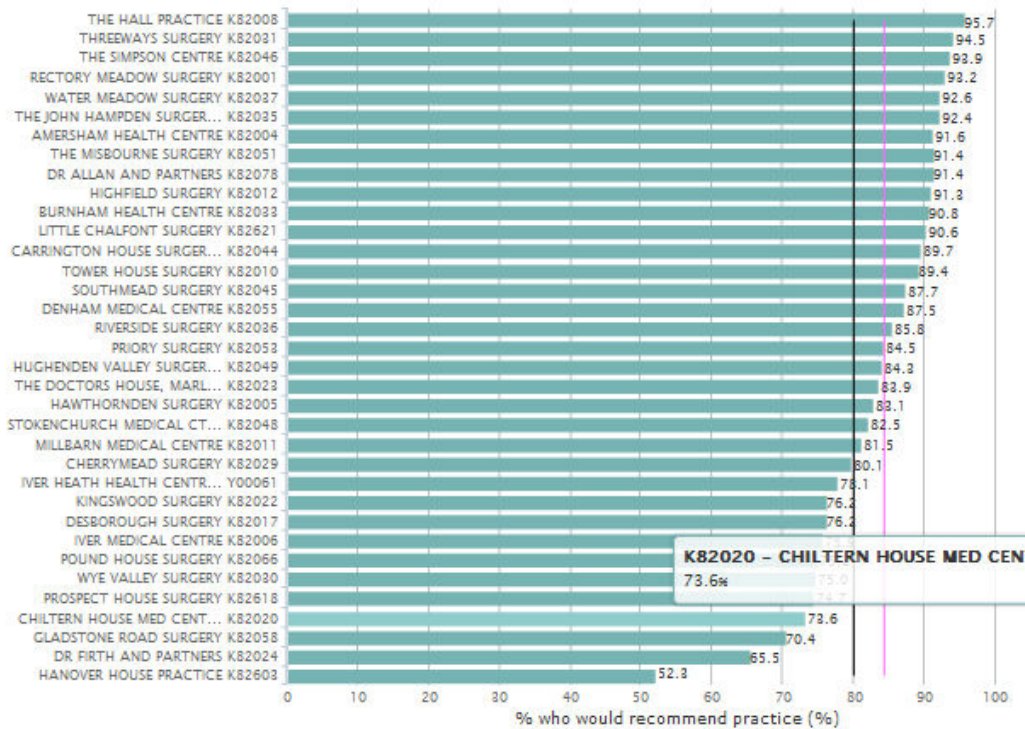
% reporting good overall experience of making appointment
NHS Aylesbury Vale CCG
 2012/13



% satisfied with phone access
NHS Chiltern CCG
 2012/13



% who would recommend practice
NHS Chiltern CCG
2012/13



% who know how to contact an out-of-hours GP service
NHS Aylesbury Vale CCG
2012/13

