

**PRIMARY CARE TASK & FINISH PILOT
ACCESS TO PREFERRED GP REPORT – LEEDS ROAD SURGERY**

PRACTICE BACKGROUND INFORMATION

Practice Size

This GP practice has a practice list size of 13,198, broken down as follows:

Age	M (%)	F (%)
0-18	12.1	11.1
19-64	26.9	28.2
Over 65	9.7	12.0

GPs and Locums

There are three full time GPs working clinical 8 sessions per week each. In terms of part time staff, there is 1 GP covering 7 clinical sessions, 5 GPs covering 5 clinical sessions each (1 of whom is about to go on maternity leave), 1 GP retainer covering 4 clinical sessions and 1 Locum covering 4 clinical sessions (maternity cover).

The Practice informed Healthwatch North Yorkshire that they try to avoid using Locums, however due to requirements for maternity cover and sickness they currently feel that they have no choice.

Nurse Practitioners & Pharmacists

The Practice informed Healthwatch North Yorkshire that they will be utilising 1 full time Nurse Practitioner from March 16 to cover 5 clinical sessions to cover Maternity leave.

In addition, the Practice are hoping, that under the Vanguard, they will gain funding for use of Pharmacist in practice from June 2016.

Access to GP Appointments

Healthwatch North Yorkshire were informed that appointments are available at the following times:

Daily 08:40 – 11.30 and 14:00 – 18:00 (routine 5 sessions)

In addition:

Tuesday 08:30 – 08:40

Thursday 18:30 – 21:00 (2 GPs)

The remaining GPs cover acute care needs, dealing with up to 130 patients per day.

SUMMARY OF FINDINGS

Healthwatch North Yorkshire volunteers conducted a paper based survey of GP practices in the Harrogate area, which received a total of 82 responses. These responses were then filtered by GP practices as named in the survey.

Difficulties were observed in compiling the report for this particular Practice due to internal changes at Healthwatch North Yorkshire, thus meaning that survey data was not received to be processed. As a result it has not been possible to compile a specific report of findings for this Practice. Additional surveys were taken away by patients, with no further surveys responses received. As a result, it could be assumed that those that did not complete the survey are happy with the service they receive and thus do not feel it is necessary to raise any points.

Moving forward, opportunities are available for patients to contact Healthwatch North Yorkshire if they have any comments that they wish to make and we can raise these with the Practices directly.

Looking at responses from other GP surgeries in Harrogate, response rates were low and demonstrated little concern, with responses stating:

- Those that wished to see the same GP have highlighted it is because of wanting continuity or wish to speak to someone they are familiar with;
- Over 50% of respondents stated that they would be happy to see another clinician if it meant being seen sooner;
- 62% of patients felt that their medical history and circumstances were understood, with 30% stating that it was dependent on who they saw at their appointment;
- Two thirds of respondents said that they always or usually found it easy to book an appointment when needed, and were satisfied with the time taken between booking an appointment and attending;
- More availability of appointments out of normal working hours would be beneficial.

In addition, the volunteers conducting the pilot requested information from the Practice around non-attendance at appointments, temporary patients/residents and any other comments that the Practice wished to raise. Key findings can be demonstrated as follows:

- Non-attendance is minimised through the use of SMS. Repeat offenders are sent warning letters in regards to frequent non-attendance and informed of what action may be taken by the practice;
- The practice averages 220 temporary patients per annum;
- In relation to homeless and substance misuse patients, the surgery confirmed that patients are marked with a status alert if individual need dictates identifying what risk the patient may have. Any patient at Risk of admission will have on the day access to a GP by phone initially who will then triage the need;
- The practice is undergoing temporary recruitment cover for GPs due to 2 GPs going on maternity leave;
- There is limited availability of suitable GPs to recruit within the available budget.

- The practice has also been attempting for 5 years to find suitable sites within its traditional boundaries to relocate to. However, with ever limiting budgets and limited real estate in the Harrogate area this is proving difficult.

CONCLUSION

With the unfortunate circumstance that no responses were available for this particular practice, difficulty has been created in gaining an accurate picture. However, as 50 surveys were given to patients it could be assumed that those that did not complete the survey are happy with the service they receive and thus do not feel it is necessary to raise any points.

As with other practices that took part in this study, it is important for the practice to understand the requirements of their patients, and where realistically possible be able to respond to patient requests.