



Committee report

Committee	POLICY AND SCRUTINY COMMITTEE FOR HEALTH AND SOCIAL CARE
Date	13 JANUARY 2020
Title	FOLLOW UP ON HEALTHWATCH REPORT RECOMMENDATIONS ON PRIMARY CARE SURVEY
Report of	SCRUTINY OFFICER

SUMMARY

To discuss progress with recommendations made in the Healthwatch Report on Primary Care Survey.

BACKGROUND

The Committee, at its meeting on 14 January 2019 considered a report by Healthwatch Isle of Wight relating to its Primary Care Survey. In endorsing the recommendations contained in the report members asked that progress with these be included within the workplan for this meeting.

The recommendations were as follows :-

1. The IOW CCG should review the breakdown of data for each surgery, arising from the survey results. This is to be shared with relevant Practice Managers in order to provide a more detailed look at the needs and wishes of patients based on demographics.
2. The additional Saturday morning appointment system, along with the clinics offered, needs to be supported and promoted by all GP Practices and publicised in a more effective manner to members of the public.
3. Further signposting is needed for health promotion and the services offered by individual GP Practices.
4. The IOW CCG should provide a benchmark of expectations in terms of appointment waiting times to reduce current inequality.
5. The IOW CCG should provide a best practice guide for GP surgeries when managing appointments, reflecting on what works well for people. Paying particular attention to those with additional needs having to wait outside in potentially inclement weather in order to secure an appointment.

6. Further campaigns and education on GP online services are needed.
7. A review of local and community mental health support is needed, focusing on what is available and how easy this is to access, overlaid by public need.
8. The out-of-hours GP access options need highlighting and further signposting, as there seems to be some confusion regarding the options available to people.
9. There needs to be stronger promotion of the Annual Checks that are available to increase awareness, alongside promotion within Primary Care to ensure that relevant patients are offered the correct checks.
10. A local, mobile, phlebotomy service which is accessible and available at different community venues is strongly recommended.

The Committee will be advised of progress on the eight recommendations by Healthwatch and the Clinical Commissioning Group.

BACKGROUND PAPERS

1. Agenda and minutes of the Policy and Scrutiny Committee for Adult Social Care and Health – 14 January 2019:
<https://www.iow.gov.uk/Meetings/committees/Policy%20Scrutiny%20for%20Adult%20SC/14-1-19/agenda.pdf>
2. Healthwatch Isle of Wight Report on Primary Care Survey – November 2018
<https://www.iow.gov.uk/Meetings/committees/Policy%20Scrutiny%20for%20Adult%20SC/14-1-19/PAPER%20F%20-%20Healthwatch%20Report%20on%20Primary%20Care.pdf>

Contact Point : Paul Thistlewood, Scrutiny Officer ☎ 821000 ext. 6321
e-mail paul.thistlewood@iow.gov.uk

Paul Thistlewood
Scrutiny Officer