

## **Improving Access to General Practice**

### **Introduction**

This is the third annual update on the positive steps taken to improve access to GPs in Rotherham following a previous scrutiny review undertaken by the Health Select Commission. Rotherham has also had to develop its local response to the national “GP Forward View” and has taken account of the review recommendations in doing so.

General practice is central to patient healthcare and has faced a number of challenges in recent years including changing patient expectations, rising demand and workforce/recruitment issues, which are being addressed.

Last year’s update showed a number of pilot initiatives and improvements, including greater flexibility for appointment times; updated telephony systems; introduction of telehealth; and consideration in advance of the implications of new building developments on health services.

### **Information**

The PowerPoint presentation and supplementary information in the appendices provide an update on:

- Wider roll out of telehealth
- Access as a core element of the Quality Contract for urgent and routine appointments
- Weekend hubs for extended access and future plans
- Take up of patient access on-line
- Workforce initiatives
- Creation of a GP Federation
- New ways to access services

The presentation also includes the results from several questions around GP appointments in the Annual Patient Survey, showing how Rotherham compares nationally at Clinical Commissioning Group level and with results from previous years. It also highlights any practices that are outliers.

### **Recommendations for Health Select Commission**

Members are asked to:

- Consider and comment on the presentation and supporting information.

*Briefing note: Janet Spurling, Scrutiny Officer [janet.spurling@rotherham.gov.uk](mailto:janet.spurling@rotherham.gov.uk)*