**HEALTH AND WELLBEING BOARD**

**12 June 2018**

<table>
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<th>Title:</th>
<th>Barking and Dagenham General Practice Access Update from Barking and Dagenham CCG</th>
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**Report of to the Barking and Dagenham Health and Wellbeing Board**

<table>
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<tr>
<th>Open Report</th>
<th>For Information</th>
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<tr>
<td>Ward Affected: ALL</td>
<td>Key Decision: No</td>
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- Sarah See – Director or Primary Care Transformation BHR CCGs

**Summary:**
At the previous Health and Wellbeing Board in March the Healthwatch Annual Survey was presented to the board. Discussion around the survey prompted this agenda item to come to the Health and Wellbeing Board to address the response to the survey. This agenda item in the form of a PowerPoint presentation is to update the HWBB on the current work the CCG is undertaking to improve access to patients across the borough. This is following the publication of the Healthwatch annual summary report which highlighted concerns around GP access for the boroughs population.

**Recommendation(s)**
The Health and Wellbeing Board is recommended to:

- Consider the CCGs presentation and response and comment on areas of relevance.

**Reason(s)**
To address the concerns of Healthwatch following publication of their annual report in March 2018 and subsequent presentation to the HWBB.
1 Introduction and Background

1.1 This presentation is a response from the CCG on the concerns raised in the Healthwatch annual summary for Barking Dagenham residents (details below).

2 Proposal and issues

2.1 Healthwatch presented its annual report to the HWBB on the 13th March 2018 highlighting concerns with GP access. It specifically referred to “27% of people who answered the question “Do you have any areas you think we should focus on?” indicated that access to or availability of GP appointments was a problem for them”.

2.2 The Healthwatch report also highlighted that patients who were registered with the Grove Surgery, which is a Redbridge CCG practice but also serves Barking & Dagenham residents, had difficulties in gaining access to their GP. The report also stated that patients had experienced imposed limitations on the number of issues that could be discussed during one appointment. This has been addressed with the practice via the CCGs Primary Care Improvement Lead (Primary Care Team).

3 Mandatory Implications

Joint Strategic Needs Assessment

3.1 N/A to this update

Joint Health and Wellbeing Strategy

3.2 N/A to this update

Integration

Barking and Dagenham CCG along with Havering and Redbridge CCGs continue to have involvement with evolution of the STP (East London Health and Care Partnership).

Financial Implications

Financial Implications completed by Olufunke Adediran, Group Accountant.

3.3 There are no direct financial implications for the Local authority arising directly from this report. Any costs which would arise from improving patient access in the borough would be contained within NHS funds.

Legal Implications

Legal Implications completed by Dr Paul Field

3.4 N/A to this update

Risk Management

3.5 N/A to this update

Patient / Service User Impact

3.6 Please refer to presentation
4  Non-mandatory Implications

Crime and Disorder
4.1 N/A to this update

Safeguarding
4.2 N/A to this update

Property / Assets
4.3 Please refer to presentation

Customer Impact
4.4 Please refer to presentation

Contractual Issues
4.5 N/A to this update.

Staffing issues
4.6 Please refer to presentation

Public Background Papers Used in the Preparation of the Report:
N/A CCG own documentation used in the preparation of this presentation

List of Appendices:

Appendix A  Presentation attached from the CCG via email to Jade Hodgson at the London Borough of Barking and Dagenham.