

Proposed Overview and Scrutiny review – GP Service provision across County Durham

Adults Wellbeing and Health OSC

Proposed scoping document

Background

The Adults Wellbeing and Health Overview and Scrutiny Committee have been engaged in a number of consultation and engagement processes undertaken by GP practices which involve a range of issues including reductions in practice branch sites, reductions in pharmacy/dispensing provision and branch closures. During these processes, the Committee have become increasingly concerned at the issues involving GP recruitment, retention, retirement and other workforce related pressures that are impacting on the level of service provision available to residents within County Durham.

There are concerns, nationally, regionally and locally about the falling number of GPs, the availability of GP appointments, the number of GP practices that are accepting new patients, the range of services available from GP practices, and the reduction in the number of GP branch sites.

Purpose

To ascertain the extent of GP coverage across County Durham and identify the range of services offered by GP practices and the issues and barriers facing patients in accessing their GP including the availability of branch sites across individual practices.

Objectives

1. Establish the respective roles and responsibilities of NHS England and Clinical Commissioning Groups in terms of the commissioning of GP services across County Durham.
2. Establish the extent of GP coverage across County Durham including information in respect of:-
 - The number of GP practices in County Durham;
 - Practices boundaries in County Durham including practice list sizes;

- Staffing structures within GP practices;
 - Single vs multiple branch GP practices;
 - Skills mix across GP practices;
 - GP Appointment capacity and demand for appointments across GP practices including DNA rates.
3. To ascertain the effectiveness of GP service provision is monitored including CQC inspection ratings across County Durham together with information in respect of the CQC Inspection of GP process.
 4. To establish patient satisfaction ratings for GP practices from the patient survey on a practice by practice basis and to compare these with the national picture.
 5. To establish existing and future workforce and demographic pressures which may impact on current and future access to GP services.
 6. To identify areas of good practice and share learning in respect of management of appointments and access to services to all patients.
 7. To identify the work undertaken and planned by Clinical Commissioning Groups to:-
 - address workforce pressures and skill mix.
 - Resilience.
 - address recruitment and retention at start and end of career.
 - to improve access.
 - to improve quality.
 - to commission additional services to support primary care.
 8. To identify and examine the local authority's role and responsibilities in developing and delivering sustainable transport solutions which support access to GP services.

Membership

The Working Group consists Councillors J Robinson, (Chair), J Chaplow, (Vice Chair), R Crute, A Patterson, H Smith, O Temple, P Jopling, P Crathorne and T Henderson; Mr David Taylor-Gooby, Non-voting Co-optee and Chris Cunningham-Shore from Healthwatch County Durham.

Reporting Arrangements

The Overview and Scrutiny review group will report to the Adults Wellbeing and Health Overview and Scrutiny Committee, Cabinet and Health and Wellbeing Board on its findings and recommendations

Timescale

Review Group meetings and focus group sessions to take place between January and May 2019 with a report scheduled to be presented to Adults Wellbeing and Health Overview and Scrutiny Committee in July 2019 and Cabinet, partnership boards thereafter.

APPENDIX 2

Proposed Overview and Scrutiny review – GP Services across County Durham – OVERVIEW & SCRUTINY REVIEW PROJECT PLAN

WHEN Times/Dates/ Locations	DESIGNATED LEAD Member/ Officer	WHO Key Witness	WHAT Evidence/Information	HOW Meeting/Visit/ Correspondence/ Briefing Paper/ Research	OUTCOMES	WHY
Wednesday 6 February 2019 at 1.00 p.m. Venue TBC	Chair of the Working Group	Principal Overview and Scrutiny Officer NHS England's area commissioning team Durham CCGs	Overview Session Aim to provide an overview of the topic area <ul style="list-style-type: none"> Agree a scope for the Review NHS 10 Year Plan NHS 5 year Forward View of Primary Care Establish the roles of NHS England and Durham Clinical Commissioning Groups in commissioning of GP services; Types of GP contracts and the services delivered under these contracts 	Briefing Report/Presentation	Understanding and set the scene for the review's topic.	
Tuesday 26 February 2019 at 1.00 p.m. Venue TBC	Chair of the Working Group	Durham CCGs	Statistical and service information on the extent of GP coverage across County Durham including information in respect of:- <ul style="list-style-type: none"> The number of GP practices in County Durham; Practices boundaries in County Durham including practice list sizes; Staffing structures within GP practices; Single vs multiple branch GP practices; Skills mix across GP practices; 	Briefing report/presentation	To enable members to map the extent of GP coverage, access and capacity across County Durham. To understand the range of services available from GP practices across County Durham as well as potential gaps in service provision.	

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			<ul style="list-style-type: none"> GP Appointment capacity and demand for appointments across GP practices including DNA rates. 			
Friday 29 March 2019 at 1.00 p.m. Venue TBC	Chair of the Working Group	Care Quality Commission Regional Inspection Team County Durham CCGs Healthwatch County Durham	Information from CQC inspections setting out the ratings of GP practices and services across County Durham against CQC Inspection Guidelines/criteria Information from Patient satisfaction surveys and comparisons with national information. Information on GP accessibility and service satisfaction from Health watch County Durham Enter and View visits.	Briefing report /presentation	To ascertain the effectiveness of GP service provision is monitored including CQC inspection ratings across County Durham together with information in respect of the CQC Inspection of GP process. To establish patient satisfaction ratings for GP practices from the patient survey on a practice by practice basis and to compare these with the national picture.	
Tuesday 30 April 2019 at 1.00 p.m. Venue TBC	Chair of the Working Group	Local Medical Committee CCG Primary Care Committee DCC Spatial Policy Unit GP representatives	Focus Group Session Access to GP services – Current and future service pressures <ul style="list-style-type: none"> GP recruitment, retention, training, retirements GP workforce development initiatives Future housebuilding, employment initiatives, job creation. Areas of good practice/shared learning in respect of management of appointments and accessibility 	Focus Group Session	To establish existing and future workforce and demographic pressures which may impact on current and future access to GP services	
Tuesday 21st May 2019 at 10.00 a.m. Venue TBC	Chair of the Working Group	CCG Representatives	Focus Group Session To identify the work undertaken and planned by Clinical Commissioning Groups to:- <ul style="list-style-type: none"> address workforce pressures and skill mix. Resilience. address recruitment and retention at start and end of career. to improve access. to improve quality. 			

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		DCC Travel Planning Officers	<ul style="list-style-type: none"> to commission additional services to support primary care. <p>To identify and examine the local authority's role and responsibilities in developing and delivering sustainable transport solutions which support access to GP services</p>			
TBC	Chair of the Working Group	Overview and Scrutiny Officer	Present key findings and draft report	Report	Provide initial findings following review activity to identify potential recommendations.	
Thursday 4 July 2019 Committee Room 2		Overview and Scrutiny Officer	Present report to AWHOSC	Report		
TBC		Chair of the Working Group	Present report to Cabinet	Report		
TBC		Chair of the Working Group	Present report to Health and Wellbeing Board	Report		