

**Report of the Director of Human Resources,  
Performance & Communications,  
to the Overview and Scrutiny Committee (OSC)  
on Tuesday 7<sup>th</sup> June 2016**

**Barnsley General Practice (GP) Services – Cover Report**

**1.0 Introduction and Background**

- 1.1 General practice is for most people the first and most commonly used point of access to the NHS. It serves to help manage and improve health in our communities and also act as a gatekeeper to other NHS services. Over the past decade there has been considerable change in general practice, this includes in government policy, the range of services offered and contracting and financing arrangements.
- 1.2 From April 2013, Primary Care Trusts (PCTs) were replaced with Clinical Commissioning Groups (CCGs) which are clinically led statutory NHS bodies which became responsible for the planning and commissioning (buying) of healthcare services for their local area. CCG members include GPs and other clinicians, such as nurses and consultants. They are responsible for commissioning most secondary care services such as hospital care and community care, and also play a part in the commissioning of GP services (see section 4.0 link to ‘The structure of the NHS in England explained’).
- 1.3 The attached report by Barnsley CCG (Clinical Commissioning Group) ‘Item 4b’ outlines GP Services in Barnsley, including:
- Background information on general practice;
  - Governance arrangements and local plans to further improve access to GP services;
  - Barnsley GPs working together, including the development of Barnsley Healthcare Federation;
  - How the CCG ensure access to services and good quality, including work with Healthwatch Barnsley; and
  - Current and future challenges we face in Barnsley in relation to GP services
- 1.4 On behalf of NHS England, Ipsos MORI administers the England-wide GP Patient Survey (GPPS) which provides practice-level data about patients’ experiences of their GP practices. A summary of the results published in January 2016 are shown in the table below, comparing Barnsley with national results:

<b>INDICATOR</b>	<b>BARNSLEY CCG % OF PATIENT RESPONSES</b>	<b>NATIONAL RESULTS</b>
<b>Access to GP surgery on the phone</b>	62% of patients found it easy to get through on the phone. 35% of patients found it	70% Easy to access 26% difficult to access

	difficult to access the surgery	
<b>Receptionist helpful at the GP surgery</b>	86% of patients found the receptionist helpful. 11% of patients found the receptionist unhelpful	87% helpful 11 % not helpful
<b>Getting an appointment to see or speak to a nurse or GP</b>	83% of patients were able to get an appointment however 15% had to call back closer to or on the day. 13% were unable to make an appointment	85% yes able to make appointment 11% not able to make appointment
<b>Convenient appointment</b>	92% were able to get a convenient appointment 8% were not able to get a convenient appointment	92% able to get a convenient appointment 8% Not able to get a convenient appointment
<b>Waiting times to be seen at the GP Surgery</b>	58% of patients stated that they did not have to wait too long 33% of patients stated that they had to wait too long	58% of patients don't have to wait too long. 34% stated that they had to wait too long
<b>Satisfaction with opening hours of the practice</b>	76% of patients were satisfied with the opening hours of the practice 10% were dissatisfied	75% of patients satisfied 10% of patients dissatisfied
<b>Overall experience of out of hours service</b>	64% of patients had a good experience 16% of patients had a poor experience	Good experience 67% Poor experience 15%

## 2.0 Invited witnesses

2.1 At today's meeting, a number of representatives have been invited to answer questions from the OSC regarding GP Services in Barnsley:

- Lesley Smith, Chief Officer, Barnsley CCG
- Vicky Peverelle, Chief of Corporate Affairs, Barnsley CCG
- Jim Logan, Chief Executive, Barnsley Healthcare Federation CIC (Community Interest Company)
- James Barker, Director of Business Development and Strategy, Barnsley Healthcare Federation CIC (Community Interest Company)
- Councillor Jeff Ennis, Lay Member Director for Public and Patients, Barnsley Healthcare Federation CIC (Community Interest Company)
- Carrienne Stones, Healthwatch Barnsley Manager

### **3.0 Possible areas for discussion**

3.1 Members may wish to ask questions around the following areas:

- What is being done to make improvements to Barnsley services with consideration for results from the England-wide GP Patient Survey?
- What is in place to ensure effective partnership working with GPs and other key stakeholders such as the Council to maximise patient outcomes?
- What is done to learn from best practice in other areas and how is this implemented within Barnsley services?
- What plans are in place to ensure patient involvement in services and how will you ensure this influences service design and delivery?
- How effective are governance arrangements in relation to managing conflicts of interest in the commissioning and delivery of services?
- How do you ensure services are accessible to all patients including those with disabilities and impairments?
- What are the key future challenges in relation to the provision of GP services and what plans are in place to manage these?
- How will Barnsley Healthcare Federation contribute to managing challenges faced by general practice over the next few years?
- How can Members support the work of local NHS services to improve outcomes for our local residents?

### **4.0 Background Papers and Links**

- Item 4b (attached) – Barnsley CCG Report on GP Service in Barnsley
- The structure of the NHS in England explained:  
<http://www.nhs.uk/NHSEngland/thenhs/about/Pages/nhsstructure.aspx>
- England-wide GP Patient Survey Headline Findings Published January 2016: <http://gp-survey-production.s3.amazonaws.com/archive/2016/January/15-032172-01+-+Y10W1+-+National+infographic+-+v4+-+IM+-+060116.pdf>

### **5.0 Glossary**

CCG – Clinical Commissioning Group:  
GP – General Practice  
GPPS - GP Patient Survey  
NHS – National Health Service

### **6.0 Officer Contact**

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