

REPORT TO:	HEALTH AND WELLBEING BOARD (CROYDON) 19 October 2016
AGENDA ITEM:	12
SUBJECT:	Healthwatch Croydon report
BOARD SPONSOR:	Charlie Ladyman, chief executive, Healthwatch Croydon
BOARD PRIORITY/POLICY CONTEXT:	
<p>GPs perform a pivotal role in the health and wellbeing of local residents. Access to good quality, efficient and effective services across the borough is crucial in improving health outcomes.</p> <p>Healthwatch Croydon (HWC), the local consumer champion for Health and Social Care service users, has conducted extensive research on the experience of GP services across Croydon during a one year period (1st September 2015 – 31st August 2016).</p>	
FINANCIAL IMPACT:	
N/A	

1. RECOMMENDATIONS

See report, pages 19 – 24.

2. EXECUTIVE SUMMARY

2.1 See report, pages 5 – 6.

2.2 Our research finds that patients are broadly satisfied with the quality of treatment received, with many accounts of ‘professional and knowledgeable’ doctors and nurses. Patients are also positive about receptionists and practice management, on the whole.

2.3 There are however some noticeable negative trends and we may ask to what extent these are related to capacity. Patients voice concerns over telephone access, receptionists making ‘clinical’ judgements, and waits of weeks for routine appointments. Patients are less likely now to see a GP of choice, or a GP at all (the rise of the telephone triage) and a number of patients do not know who their GP is. Whether this matters to patients or not, care is becoming less personal over time.

3. DETAIL

3.1 See report, pages 7 – 19.

4. CONSULTATION

- 4.1 HWC has analysed qualitative feedback from 1,856 patients across Croydon, with all GP practices represented. We chose this approach, rather than a survey, as by listening to people we get a real sense of what matters to them (not to us), and therefore the trends are reflective of their views, experiences and expectations.
- 4.2 Our Patient Experience Panel has met weekly over the last year to apply 'coding' to all experiences received, this enables us to identify all issues and the wider themes, effectively turning raw feedback into 'hard evidence'.

5. FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS

- 5.1 There are no financial implications

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BACKGROUND DOCUMENTS: None