Improving general practice (GP) services

Delivering better care in Sandwell and West Birmingham

Listening exercise closes 9 October 2015
In April 2015, we took on responsibility for commissioning (buying) GP services, which gives us the opportunity to review services and look at how we can improve care for you.

GP services are at the heart of the health and social care system. They are often the first point of contact when you are feeling unwell. They are also best placed to co-ordinate your care, linking with other health and social care colleagues. GPs are able to identify patients at risk of becoming unwell, and help support them to maintain their health and wellbeing.

Our aim is to bring care closer to home and we are now offering more services in GP practices than ever before. We hope this will help improve the patient experience and reduce unnecessary visits to hospital.

We want to hear your views on GP services in Sandwell and West Birmingham, including what works well and what could be further improved. Your feedback will help us design and build a better service for the future.

Dr Nick Harding OBE
Chair
NHS Sandwell and West Birmingham CCG
You can find an explanation of the terms used in this document in the glossary on page 26.
In April 2015, NHS England gave 64 Clinical Commissioning Groups (CCGs) responsibility for general practice (GP) services. This means CCGs:

- Decide how many GP surgeries are needed and where they should be located
- Check the quality of care provided
- Respond to patient concerns and complaints.

NHS Sandwell and West Birmingham Clinical Commissioning Group is responsible for buying and monitoring local health services such as doctors, hospitals and mental health services.

There are 100 GP surgeries in Sandwell and West Birmingham.

GP surgeries are independent businesses, and the CCG holds contracts with the surgeries to deliver quality patient care.
What are GP services?

Doctors have a nationally agreed contract with their CCG to provide consistent and high quality care to patients.

Core GP services
All patients have the right to:

- Be registered with a GP surgery
- Have a named GP
- Receive quality and safe care from their GP/nurse
- Access safe and accessible buildings
- Know when the practice is open

Additional services
Some GP surgeries also choose to provide additional services for patients, these could include:

- Longer opening hours, including weekend appointments
- Booking appointments online
- Extra clinics, for example, diabetes clinics
- Diagnostic tests, for example, blood tests

Out-of-hours GP services
You can get urgent GP advice when your practice is closed in the evening or during weekends through the out-of-hours GP service. Depending on your condition, you will be given:

- Advice from a GP and told where you can go for medication
- Be seen by a GP either at your home, or in an out-of-hours GP clinic.

To contact the out-of-hours GP service, phone NHS 111.

Smaller surgeries may work in partnership with other surgeries to provide these additional services. Part of our challenge is how we ensure that patients across the area have equal access to quality care.
Did you know...

On average 9,000 patients are offered a same day GP and nurse appointment each week.

53% of all GP appointments are offered on the same day, which is above the national average.
Why are we launching a listening exercise?

In 2014, Simon Stevens, NHS England’s Chief Executive launched the Five Year Forward View. This outlines the national direction for the NHS. Across the country, CCGs are working with GPs and patients to look at how we respond to this national strategy.

The Five Year Forward View recognises how important GP services are to a patient’s care and makes a number of recommendations:

- GP surgeries should be working in partnerships to offer additional services for patients
- GP surgeries should be working closely with other services, for example district nursing and social care to develop joint care plans for patients
- GP surgeries could take on more responsibility for planning a patient’s care, by organising contracts with other services such as hospitals. This is traditionally the role of a CCG
- Recruiting more GPs and nurses to work in surgeries, to help reduce the need for locum GPs/ nurses.

Locally we know that:

- Surgeries are facing increasing demand for services from patients
- There is variation between different GP surgeries, for example, different opening times, leading to inequity for patients
- Every day there are wasted appointments, which could have been given to other patients
- There are fewer medical students and nurses choosing to work in GP services than other parts of the health system, this could lead to a future shortage
- 1 in 5 people decide to go to A&E, without considering GP services first. Many patients could have been treated in GP services, which would reduce demand on A&E services.

In taking on responsibility for buying GP services, we want to carry out this listening exercise to ensure GP services are meeting patients’ needs and are fit for the future.
Our vision

We want to ensure GP services:
- Offer consistent, high quality care with fair access for all patients
- Work with other health and social care teams to deliver joined-up services for patients
- Support patients to make informed choices about self-care and prevent ill health
- Seek continuous improvement, looking at best practice and technology
- Listen to patients to create a better patient experience.

NHS Constitution

The NHS Constitution is a national document, which sets out the values of the NHS. Under the Constitution every patient has the right to expect their NHS to deliver:
- A comprehensive service available to all
- Services based on clinical need, not on the ability to pay
- High quality and safe services
- Services that put the patient’s needs first.

The NHS Constitution also guides patients on how they can support the NHS in return, by:
- Registering with a GP
- Following their treatment plan
- Looking after their health and wellbeing; for example by maintaining a healthy diet, stopping smoking, reducing alcohol intake and keeping up-to-date with vaccinations
- Treating NHS staff with respect
- Keeping appointments, or when unavoidable, cancelling them within good time
- Sharing feedback on their care.
Did you know...
Pharmacies offer much more than prescriptions, they can help you with:
- Managing minor ailments like a cough or cold
- Emergency contraception

By encouraging patients to use pharmacies for minor ailments, we can make more urgent GP appointments available.

Case study (head lice)
Head lice can be treated with medicines from the pharmacist instead of visiting your GP.

Pharmacists offer expert advice on a range of illnesses and injuries and will be able to tell you if you need to book a GP appointment, or seek more urgent care.
What have we heard so far?

Over the past few months we have spoken to patients who told us:
- They are generally happy with GP services – but access remains the biggest issue
- They prefer to see a regular GP rather than a locum
- It can be difficult to get an urgent appointment
- They are generally confident in the services.

Every six months the NHS carries out a national patient survey. In July 2015, over 9,000 patients responded in Sandwell and West Birmingham and said:

- 77% described their experience of GP services as good
- 77% said they were able to get an appointment to see or speak to a GP or nurse
- 89% of patients said this appointment was at a convenient time for them
- 72% were satisfied with the hours their GP surgery is open
- 88% had confidence and trust in the GP they saw or spoke to
- 68% of patients described the out-of-hours GP service as good.

If you receive a copy of the patient survey through the post, please take part. Your comments can help us to improve services.
Opportunities for change

There are a number of opportunities we can consider for our area:
- Explore using new technologies, for example, online appointments and bookings
- Providing additional services in GP surgeries, bringing care closer to home
- Raise awareness of GP surgeries to encourage everyone to register with a GP
- Improve access to urgent GP appointments by reducing the number of missed appointments and supporting those with less serious needs to plan appointments in advance.

Primary Care Commissioning Framework

Over the next three years we are investing £20 million into a primary care development scheme. Surgeries can sign up to take part and deliver additional services, which will deliver a number of improvements for patients:
- Improved and consistent access (for example, longer opening hours)
- Reduced variation amongst GP surgeries
- Improved wellbeing through health information and prevention services
- Improved patient experience (for example, support for carers).

There is a lot for us to consider, which is why we want to hear your suggestions for future services in Sandwell and West Birmingham. If you want to find out more and get involved contact your practice manager or local patient participation group.

How can you help?

We want to hear your suggestions on what works well in GP services and what could be improved. This will help us to create our five year Primary Care Strategy, which will set out our plans for delivering quality GP services in Sandwell and West Birmingham.
Ways to get involved

There are a number of ways you can get involved in our listening exercise:

- Attend our public events:
  - Thursday 24 September 2015, 6pm at Elim Church, Victoria Street, West Bromwich, B70 8EX
  - Wednesday 30 September 2015, 10am in the main meeting room, Tower Hill Surgery, 433 Walsall Road, Perry Barr, Birmingham, B42 1BT

- Attend your local patient participation group at your GP surgery

- We attend a number of neighbourhood-based meetings, if you would like us to speak to your group please contact us

- Complete our online survey at www.sandwellandwestbhamccg.nhs.uk

- Alternatively complete the survey in this booklet and return it to our freepost address RTHG-KAKC-RTBZ, Engagement, Sandwell and West Birmingham, Clinical Commissioning Group, Kingston House, 438 High Street, West Bromwich, B70 9LD

Listening to your views

A listening exercise report will be taken to our Primary Care Co-Commissioning Committee and our Governing Body. We will also make this available on our website www.sandwellandwestbhamccg.nhs.uk. Your feedback will be used as we develop our five year Primary Care Strategy.

If you would like us to present the findings of this report to your group or would like a copy of the final report contact our Engagement Team.

Contact us

For more information contact our Engagement Team on 0121 612 1447 or email swbccg.engagement@nhs.net

To request the information in alternative formats, including other languages, braille, audio and easy read, please call us on 0121 612 1447.
Did you know...

GP surgeries have patient participation groups. Patients meet regularly to discuss any concerns and potential improvements for the surgery.

Speak to your practice manager to find out more.
NHS Sandwell and West Birmingham Clinical Commissioning Group (CCG) is responsible for commissioning (buying) healthcare services for our local population. We want to hear your views and experiences so we can understand what works well, what doesn’t and what improvements could be made for patients and their carers. Please let us know your views and experiences by taking the time to complete the survey. This will help us understand how we can improve GP services in Sandwell and West Birmingham. The deadline for all responses is Friday 9 October.

### Section one

1. **How would you describe yourself? (tick all that apply).**

<table>
<thead>
<tr>
<th>Description</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>I am a patient</td>
<td></td>
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<tr>
<td>I am a carer or relative of someone using these services</td>
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<tr>
<td>I work for a voluntary or community sector organisation</td>
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<tr>
<td>I work within GP services</td>
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<tr>
<td>I work within the wider NHS</td>
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<tr>
<td>I work for a local authority</td>
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<tr>
<td>Other – please state</td>
<td></td>
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</tbody>
</table>

2. **On page 10 we outline our vision for GP services. How far do you agree with our vision for GP services? (1 is strongly agree and 5 is strongly disagree).**

<table>
<thead>
<tr>
<th>Please give your reasons</th>
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<tbody>
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</table>
### Section two: using GP services

Please complete this section if you are a patient or carer of a patient registered with a GP surgery in Sandwell and West Birmingham. If this does not apply to you, please move to section three.

#### 3. How long have you been registered with your GP surgery?

<table>
<thead>
<tr>
<th>Duration</th>
<th></th>
</tr>
</thead>
</table>
| Under six months          |<!--[if lte IE 8]><input type="radio" name="duration" value="under-six-months"/>
--><br/>Under six months |   |
| From six months up to a year |<!--[if lte IE 8]><input type="radio" name="duration" value="six-months-up-to-a-year"/>
--><br/>From six months up to a year |   |
| Between one and three years |<!--[if lte IE 8]><input type="radio" name="duration" value="one-to-three-years"/>
--><br/>Between one and three years |   |
| Over three years          |<!--[if lte IE 8]><input type="radio" name="duration" value="over-three-years"/>
--><br/>Over three years |   |
| I am not registered with a GP surgery - please give your reasons for this: |   |

Other - please state

#### 4. In the last six months how many appointments have you had at your GP surgery?

<table>
<thead>
<tr>
<th>Number of Appointments</th>
<th></th>
</tr>
</thead>
</table>
| None                   |<!--[if lte IE 8]><input type="radio" name="appointments" value="none"/>
--><br/>None |   |
| One                    |<!--[if lte IE 8]><input type="radio" name="appointments" value="one"/>
--><br/>One |   |
| Two                    |<!--[if lte IE 8]><input type="radio" name="appointments" value="two"/>
--><br/>Two |   |
| Three                  |<!--[if lte IE 8]><input type="radio" name="appointments" value="three"/>
--><br/>Three |   |
| Four                   |<!--[if lte IE 8]><input type="radio" name="appointments" value="four"/>
--><br/>Four |   |
| Five                   |<!--[if lte IE 8]><input type="radio" name="appointments" value="five"/>
--><br/>Five |   |
| Over five              |<!--[if lte IE 8]><input type="radio" name="appointments" value="over-five"/>
--><br/>Over five |   |
| Not sure               |<!--[if lte IE 8]><input type="radio" name="appointments" value="not-sure"/>
--><br/>Not sure |   |
5. Please rate your general experience of your GP surgery according to the following criteria (1 is very good 5 is very poor)

<table>
<thead>
<tr>
<th>Rating</th>
<th>I am usually able to get an appointment at a convenient time for me</th>
<th>It is easy to get through to the practice</th>
<th>Practice staff are helpful</th>
<th>The surgery is clean</th>
<th>I am treated with dignity and respect</th>
<th>I am involved in decisions about my care</th>
<th>I am able to see the GP/nurse I want to</th>
<th>I am given enough information to support me to manage my health</th>
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<tbody>
<tr>
<td>1</td>
<td>2 3 4 5</td>
<td></td>
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<td>2</td>
<td>2 3 4 5</td>
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<td>3</td>
<td>2 3 4 5</td>
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<td>2 3 4 5</td>
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</table>

6. How can we help you to look after yourself, when you are feeling unwell? Please list up to three ways:

1. 

2. 

3. 
### Survey

**Section three: working in a GP surgery**

Please complete this section **if you work** in a GP surgery in Sandwell and West Birmingham. If you don’t work in a GP surgery, please go to section four.

#### 7. Please rate your overall experience of working in the GP surgery?

*(1 is very good and 5 is very poor):*

Please give your reasons

<table>
<thead>
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<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
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</table>

#### 8. List the three biggest challenges to your GP surgery at the moment:

1.

2.

3.
### Section four: future services

9. How do you think we could improve GP services? Please list up to three ways:

1. 

2. 

3. 

10. We are considering some ideas to make it easier for you to access NHS services. These would not replace being able to see a GP or nurse in person. Which of the following would you support where 1 is very supportive and 5 is very unsupportive (please tick):

<table>
<thead>
<tr>
<th>Idea</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Booking appointments over the internet</td>
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<tr>
<td>Downloading a mobile phone app, with real-time information on waiting times</td>
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<tr>
<td>Booking appointments with NHS 111</td>
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<tr>
<td>Speaking to a GP or nurse over the internet</td>
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<tr>
<td>Getting advice from a GP or nurse over the phone</td>
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<tr>
<td>A mobile phone app, which you can use to search for information on where to access different types of health services</td>
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<td>Other... (Please state)</td>
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</table>
## Section five

11. **What is your postcode?** This will help us assess whether we are receiving responses from across Sandwell and West Birmingham

- [ ]
- [ ]
- [ ]
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- [ ]

12. **What is your ethnic group?**

<table>
<thead>
<tr>
<th>White</th>
<th>missible</th>
<th>Irish</th>
<th>Any other White background, please describe</th>
</tr>
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<tbody>
<tr>
<td>English, Welsh, Scottish, Northern Irish, British</td>
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<tr>
<td>Gypsy / Irish Traveller</td>
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<tr>
<td>Eastern European</td>
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<tr>
<td>Asian / Asian British:</td>
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<tr>
<td>Indian</td>
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<tr>
<td>Bangladeshi</td>
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<tr>
<td>Any other Asian background, please describe</td>
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<tr>
<td>Black / African / Caribbean / Black British:</td>
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<tr>
<td>African</td>
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<tr>
<td>Any other Black / African / Caribbean background, please describe</td>
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<tr>
<td>Mixed / Multiple Ethnic:</td>
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<tr>
<td>White and Black Caribbean</td>
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<tr>
<td>White and Asian</td>
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<tr>
<td>Any other Mixed / Multiple ethnic background, please describe</td>
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<tr>
<td>Any other ethnic group</td>
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<tr>
<td>Arab</td>
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<tr>
<td>Any other ethnic group, please describe</td>
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<td></td>
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</tbody>
</table>
13. What is your gender?

<table>
<thead>
<tr>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transgender</td>
<td>Prefer not to say</td>
</tr>
<tr>
<td>Other - please state</td>
<td></td>
</tr>
</tbody>
</table>

14. Are your day-to-day activities limited by a health problem or disability which has lasted or is expected to last over 12 months?

| Yes, limited a little | |
| Yes, limited a lot    | |
| No                    | |

15. Which of the following age categories do you fit into?

| 17 or under |  |
| 18 - 24     |  |
| 25 - 34     |  |
| 35 - 44     |  |
| 45 - 54     |  |
| 55 - 64     |  |
| 65 - 74     |  |
| 75+         |  |
| Prefer not to say |  |
16. What is your religion/faith?

No religion □
Christian □
Buddhist □
Hindu □
Jewish □
Muslim □
Sikh □
Prefer not to say □
Other - please state .................................................................

17. Which of the following options best describes how you think of yourself?

Heterosexual or straight □
Gay or Lesbian □
Bisexual □
Prefer not to say □
Other - please state ...........................................................................

Thank you for taking part in our survey. We will publish the results on our website in the next few months.

If you would like to be added to our membership list and be kept informed of this work and other projects within the CCG, please email us at swbccg.engagement@nhs.net, or call us on 0121 612 1447.
Glossary

Clinical Commissioning Group
Clinical Commissioning Groups are responsible for buying and monitoring local health services such as hospitals, district nursing teams and mental health services.

NHS England
This is a national NHS organisation that is responsible for the overall health care service provided across England. NHS England monitors clinical commissioning groups; it also directly buys and manages a number of specialist services including prison healthcare and armed forces healthcare. In April 2015, NHS England agreed that 64 clinical commissioning groups could take on delegated responsibility for managing GP services.

NHS providers
NHS organisations that deliver healthcare services, for example, hospital trusts.

Locums
Surgeries will often pay for agency or independent GPs and nurses to treat patients when their usual GPs or nurses are away, potentially on annual leave or sick leave. These locums are qualified GPs and nurses, who are able to deliver quality care to the expected standards.
Concerned about your care?

If you have any concerns about the care or treatment you’ve received from a hospital, community service or GP practice we’re here to help.

Contact the Customer Care Team

Tel: 0121 612 4110 or E-mail: swbccg.time2talk@nhs.net
Contact us

If you require this information in alternative formats including other languages, braille, audio and easy read, please contact the engagement team on: 0121 612 1447 or email us at swbccg.engagement@nhs.net

Freepost
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