

# Health and Social Care Scrutiny Commission

Monday 11 July 2022

7.30 pm

Ground Floor Meeting Room G02A - 160 Tooley Street, London SE1  
2QH

## Supplemental Agenda

### List of Contents

Item No.	Title	Page No.
5.	<b>GP appointments</b> The presentation attached will be delivered by: <ul style="list-style-type: none"><li>• Martin Wilkinson full time chief operating officer for Partnership Southwark, who will be leading the local team</li><li>• Dr Nancy Kuchemann is co-chair for Partnership Southwark</li></ul> They will be joined by Dr Femi Osonuga (Clinical Director of North Southwark PCN), Dr Gavin McColl (Clinical Director of South Southwark (PCN)).	1 - 19
6.	<b>Work Programme</b> A scope for a proposed review on Access to Medical Appointments is attached.	20 - 22

### Contact

Julie Timbrell on 020 7525 0514 or email: [Julie.Timbrell@southwark.gov.uk](mailto:Julie.Timbrell@southwark.gov.uk)

Date: 9 July 2022

Partnership  
Southwark







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A vertical stack of 12 horizontal bars, each with rounded ends. The bars are colored in a gradient from light blue at the top to dark green at the bottom. The bars are currently empty, serving as a template for text input.





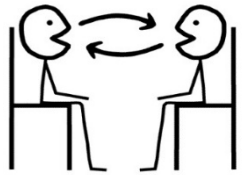




Generally, how easy is it to get through to someone at your GP practice on the phone?





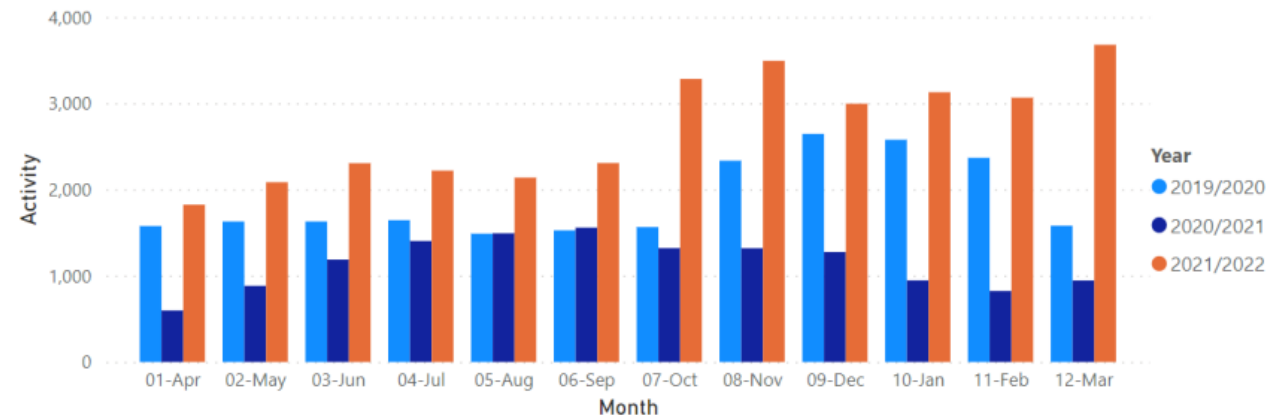


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### Activity by Month and Year



A&E - Diagnosis is 80% populated.

Year	01-Apr	02-May	03-Jun	04-Jul	05-Aug	06-Sep	07-Oct	08-Nov	09-Dec	10-Jan	11-Feb	12-Mar	Total
2019/2020	1,576	1,629	1,629	1,644	1,488	1,526	1,564	2,334	2,645	2,577	2,367	1,580	22,559
2020/2021	597	883	1,187	1,403	1,492	1,558	1,320	1,319	1,275	946	823	945	13,748
2021/2022	1,824	2,084	2,305	2,219	2,138	2,307	3,282	3,492	2,995	3,128	3,065	3,678	32,517
<b>Total</b>	<b>3,997</b>	<b>4,596</b>	<b>5,121</b>	<b>5,266</b>	<b>5,118</b>	<b>5,391</b>	<b>6,166</b>	<b>7,145</b>	<b>6,915</b>	<b>6,651</b>	<b>6,255</b>	<b>6,203</b>	<b>68,824</b>

SEL/Non-SEL

SEL

Borough

Southwark

PCN > Practice\_Name

Multiple selections

Provider > Site

All

Age Band

All

Day Of Week

All

Department Type

All

4hr Wait Target

All

Ethnicity

All

DTA 60min Flag

All

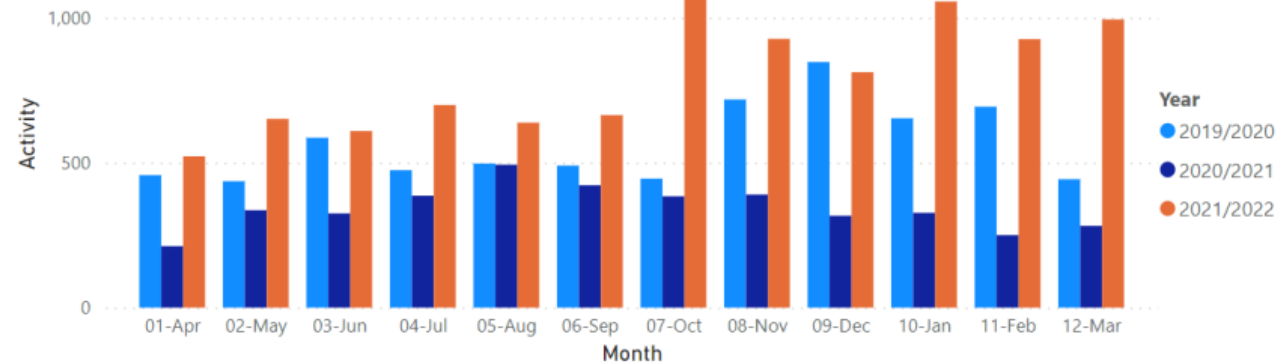
Hour Band

Multiple selections

HRG

VB11Z-No Inv with No Significant Treat

### Activity by Month and Year



A&E - Diagnosis is 80% populated.

Year	01-Apr	02-May	03-Jun	04-Jul	05-Aug	06-Sep	07-Oct	08-Nov	09-Dec	10-Jan	11-Feb	12-Mar	Total
2019/2020	457	436	586	474	497	490	445	718	847	653	693	443	6,739
2020/2021	212	336	325	386	493	422	384	390	317	327	250	282	4,124
2021/2022	522	651	609	699	638	664	1,128	927	812	1,056	926	994	9,626
<b>Total</b>	<b>1,191</b>	<b>1,423</b>	<b>1,520</b>	<b>1,559</b>	<b>1,628</b>	<b>1,576</b>	<b>1,957</b>	<b>2,035</b>	<b>1,976</b>	<b>2,036</b>	<b>1,869</b>	<b>1,719</b>	<b>20,489</b>

SEL/Non-SEL

SEL

Borough

Southwark

PCN > Practice\_Name

Multiple selections

Provider > Site

All

Age Band

All

Day Of Week

Multiple selections

Department Type

All

4hr Wait Target

All

Ethnicity

All

DTA 60min Flag

All

Hour Band

All

HRG

VB11Z-No Inv with No Significant Treat



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## **Scrutiny review scoping proposal**

### **1 What is the review?**

Access to medical appointments.

### **2 What outcomes could realistically be achieved? Which agency does the review seek to influence?**

The review seeks to influence health providers, Partnership Southwark , and the Cabinet .

Outcomes:

Residents know what to expect from the local system – where and how to be seen for their conditions whether urgent/serious or not.

Providers ensure that their appointment and care systems can be navigated equally by patients and residents can get timely care .

Residents and Providers are able to offer care in a way that best meets people's , including face to face, and that the right balance is found in the use of new technology.

Public and councillors to know how to feedback when experience is not good and that this will be taken into account and lead to improvement.

The scrutiny review feeds into work that Partnership Southwark is doing to engage with residents in order to build trust local and use feedback to improve performance

The health system that operates well so that needs are met as much as well as possible within available resources

### **3 When should the review be carried out/completed?i.e. does the review need to take place before/after a certain time?**

By the end of the administrative year

### **4 What format would suit this review? (eg full investigation, q&a with executive member/partners, public meeting, one-off session)**

Full investigation

**5 What are some of the key issues that you would like the review to look at?**

- GP appointments – ensuring that patients can make an appointment ( by visiting a practice , by phone, or online etc) and that care is timely.
- Are there sufficient GPs?
- A & E waiting times ( emergency and urgent care)
- Can patient access Face to face appointments ( GP, OT , physiotherapy)

**6 Who would you like to receive evidence and advice from during the review?**

Southwark Healthwatch

Southwark NHS / Partnership Southwark

Local Primary Care Network Directors

GP Practices

Local Medical Committee - <https://www.lmc.org.uk/lmc-profiles/se-southwark/>

Hospitals with Emergency and Urgent care ( Guys and St Thomas and Kings College Hospital )

**7 Any suggestions for background information? Are you aware of any best practice on this topic?**

Southwark Healthwatch looked at access to GPs and completed a report last year. A summary is in the annual report, page 9  
<https://www.healthwatchsouthwark.org/report/2021-07-01/annual-report-202021>

**8 What approaches could be useful for gathering evidence? What can be done outside committee meetings?**

e.g. verbal or written submissions, site visits, mystery-shopping, service observation, meeting with stakeholders, survey, consultation event







## Health & Social Care Scrutiny Commission

**MUNICIPAL YEAR 2022-23**

### **AGENDA DISTRIBUTION LIST (OPEN)**

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