

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

