

## **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:

- A. Residents know what to expect from the local system – where and how to be seen for their conditions whether urgent/serious or not.
- B. Providers ensure that their appointment and care systems can be navigated equally by patients and residents can get timely care .
- C. 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.
- D. 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.
- E. 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
- F. 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

Visits to A & E and frontline providers in collaboration with Healthwatch.

A consultation workshop in the community with older people regarding access to GPs.