

## Scrutiny review proposal

### 1 What is the review?

GP access (out of hours, A&E, 111 service, urgent care)

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

- We would like to ensure that Southwark residents are able to access the best level of care and GP access is allowing them to do so in a reasonable time frame without placing additional burdens on other services
- We would be looking to influence
  - CCG
  - Health & Wellbeing Board
  - Public Health England
  - Healthwatch
  - Council

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

Initial scoping to take place in June 2013 with a full review to be completed by end of municipal year 2013/14

### 4 What format would suit this review? (e.g. full investigation, Q&A with cabinet member/partners, public meeting, one-off session)

We would propose a full review leading to a final report with recommendations

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

Out of hours GP services  
Waiting times for appointments  
111 service usage  
Impact of A&E changes  
Varying services throughout the borough

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

Public Health Director  
Health & Wellbeing Board  
CCG  
Public Health England  
Healthwatch

Hospitals  
Patient Liaison Groups  
Cabinet member (perhaps in December interview by committee)  
Local experiences of patients

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

**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

Verbal and written submissions  
Online survey for Southwark Residents  
Potential stakeholder roundtable with patients regarding their experiences