

Access to Health Services in Southwark

Terms of Reference

Access to health services throughout the borough is varied, with differing issues presenting at each. Each of these are interlinked, and an under-performance in one sector will necessarily impact on other health services. With increased sustained pressure on health services it is important, now, more than ever, to have services which truly deliver for our residents. The Health and Adult Social Care Committee would therefore like to consider the range of health services provided in the borough, specifically Out of Hours care, GP surgeries and A&Es. The proposed KHP merger and the impact of the TSA will also have an impact on delivery of services.

The inquiry will cover the following issues

1. Accessing out of hours care – specifically the 111 service and rollout in Southwark
2. Access to individual GP surgeries and walk in centres - both in terms of ability to take on more patients and resulting waiting times for appointments. The review will seek to establish how easy it is for patients to access surgeries. (N.B. the review will consider surgeries in neighbouring boroughs that Southwark residents use)
3. The implications of the TSA and KHP merger on access to Emergency & Urgent care and resulting implications for GP surgeries
- 4) Understanding the reasons for increased use of A & Es over winter and how this could be reduced - where appropriate

Calls for evidence

Public Health Director

Health & Wellbeing Board

CCG - including wider GP membership

Primary Care

Community Services

London Ambulance Services

Local authority / social care

Lambeth and Southwark Urgent Care Board

Public Health England

Healthwatch

Hospitals

Patient Liaison Groups

Cabinet member (perhaps in December interview by committee)

Local experiences of patients

Select committee report/s

Healthwatch information (for example their current call for feedback on the 111 service)

Methodology

Verbal and written submissions

Tracking patient journeys - taking a systems approach. This could take the form of a survey or short interview at an A & E / urgent care department to see what services patients accessed prior to their visit (for example a call to 111 , their doctor or social services).

A survey via social media and snail mail of patients asking about their patient journey (this could try and pick up problems as well as what is working well)

Doctors/ practitioners / social service / the CCG and Hospital asked about patient pathways

Potential stakeholder roundtable with patients regarding their experiences