


<p>Non-Executive Report of the:</p> <p>Health Scrutiny Sub-Committee</p> <p>14th March 2017</p>	
<p>Report of: Dianne Barham (Healthwatch Tower Hamlets)</p>	<p>Classification: Unrestricted</p>
<p>Report on accessing GP services in Tower Hamlets</p>	

Originating Officer(s)	Dianne Barham (Healthwatch Tower Hamlets)
Wards affected	All

Summary

- 1.1 This report provides the Health Scrutiny Committee with evidence to support their theme of access to health and social care. It details the main issues that local people have in accessing GP appointments across the Borough, their impact and how access might be improved
- 1.2 Healthwatch Tower Hamlets visited ten GP Practices across Tower Hamlets in October 2016 and spoke to 134 patients about their experience of accessing GP appointments in order to:
 - highlight what is working well and what is not working so well from the patients perspective;
 - understand how patients believe access could be improved;
 - identify best practice;
 - suggest potential opportunities for improvements.

Recommendations:

The Health Scrutiny Sub-Committee is recommended to:

1. Understand some of the issues and potential solutions to problems residents face in accessing GP services in Tower Hamlets and note the report recommendations;
2. Note that the GP Care Group and the Clinical Commissioning Group are working collaboratively with Healthwatch and local patients to develop a joint response to these recommendations;
3. Consider how the Committee could be involved in supporting a patient partnership approach to tackling the current over demand for GP services.