

Supporting GP Access in Surrey Heath

- Context

- Everyone Counts: Planning for Patients 2014/15 to 2018/19” - requirement for Commissioners and Providers to work together to deliver 7 day services.
- Public responses from the NHSE “Call for Action” initiative in 2013 included feedback on improving access to extended services across 7 days.
- Integrated Care Team implementation 2015. Community, Mental Health and Social Care staff working in partnership in locality teams.
- Encouraged all Practices to use EMIS which enables data sharing and potential link to community and other services in the future



National GP Experience Survey

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	Surrey Heath CCG	National Average	NHS England South (SE)
Overall GP experience good	92%	85%	86%
Overall experience in getting an appointment good	80%	73%	74%
Satisfied with opening hours	75%	75%	72%



GP Extended Opening

- GP Practices funded to support Monday – Friday 8-8 opening (excluding Bank Holidays)
 - Extended core General Medical Services / Personal Medical Services contract to deliver additional 15 hours per day across Surrey Heath GP Practices
 - Additional GP, Practice Nurse and Health Care Assistant resource
 - Mix of individual practice based and collaborative cover
 - Formal Information Sharing Agreements set up and agreed across sites delivering the service in collaboration



GP Access

- In Quarter 1 2015/16 the extended hours resulted in an additional 1378 GP hours and 1397 Practice Nurse/Health Care Assistant hours made available to the Surrey Heath CCG population
- CCG offering funding to practices to open for 4 hours on Boxing Day and New Years Day.

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