Improving access to primary care

Dr Peter Christian
Haringey CCG Chair
Patient survey results
July 2017

Areas in which we are doing better:

- Convenience of appointments
- Confidence and trust in GP/Practice Nurse
- Success in getting an appointment
- Opening hours
Patient survey results
July 2017

Areas in which we are trying to do better:

**Getting through to the practice on the telephone**

- Slightly below the national average
- Success rate varies between 29%-95% amongst practices
- Support for practices who are struggling
What is Haringey CCG doing to help?

<table>
<thead>
<tr>
<th>More appointments</th>
<th>Better use of technology</th>
<th>More support for practices</th>
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<tbody>
<tr>
<td>• 3 ‘access hubs’ across the borough</td>
<td>• Patients able to book appointments online and order repeat prescriptions</td>
<td>• Practices will be supported to improve their access with the help of Quality Improvement Support teams</td>
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<tr>
<td>• Appointments available 6:30pm-8:30pm on weekdays and 8:00am to 8:00pm at weekends</td>
<td>• Wifi in all Haringey practices</td>
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<td>• Appointments with GP or Practice Nurse</td>
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