

5.3 PRIMARY CARE ACCESS & TRANSFORMATION

How did we seek your help?

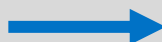
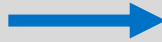
- Presentations to Patients' Forum and Locality PPGs
- 'Shape your NHS' and 'Big Changes' conversations (1300 people)
- 'In conversation' event planned for September with members of NHS England Greater Manchester Local Area Team (LAT) and Wigan Borough CCG

YOU TOLD US...

Experience of GP services was very mixed. A huge amount of praise for local GP services, but also issues raised regarding access to appointments in some areas.

Patients are generally in favour of utilising different technologies such as text messaging and telephone consultations to improve access.

The quality of services in primary care is variable and you want to know what we are doing to address variations in quality and outcomes for patients.



WE...

Are currently developing the Primary Care Strategy with clinicians and practice staff. Further patient involvement will feed into the development of plans from Autumn 2014.

Are proposing PPG involvement in defining access standards. Business cases are being developed for investment in technologies which will improve access to GP services based on responses and input from PPGs.

Have organised a 'learning session' with commissioners and patients to understand and discuss current plans and approaches.
Will be using 'peer reviews' to address variations in quality during 2014-15

Related Reports and Information available through the website: WB CCG Primary Care Strategy