



# Accessing GP Services: Stort Valley & Villages Locality 2014

Focus on Church Street

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# Overview of the Research

## Our research:

- Concentrated on the Stort Valley and Villages CCG Locality and the 5 practices based there
- Focused on ‘access’ and not clinical practice
- Ran over a 4 week period- 12th May- 9th June- and was in the form of surveys and focus groups
- Involved **838** people in total - **763** people completed our survey and **75** people took part in our focus groups



# Partner Commitments

- **The Practices:** All Practices have responded to each recommendation with detail of work underway or actions agreed to address them.
- **NHS England Herts & Area Team:** Endorsed report; committed to sharing it to promote improved practice. Using it to enhance performance monitoring.
- **E&N Herts CCG:** Endorsed report and committed to sharing it to promote improved practice.
- **Herts Valleys CCG:** Welcome report. Working with us to use findings to support improvement work.
- **HCC:** Health Scrutiny committee fully endorse report and will be reviewing improvement progress in June 2015.

# Community Champion Project

We want Community Champions to be an opportunity to feedback the positive work which is ongoing and already completed by the Practices.

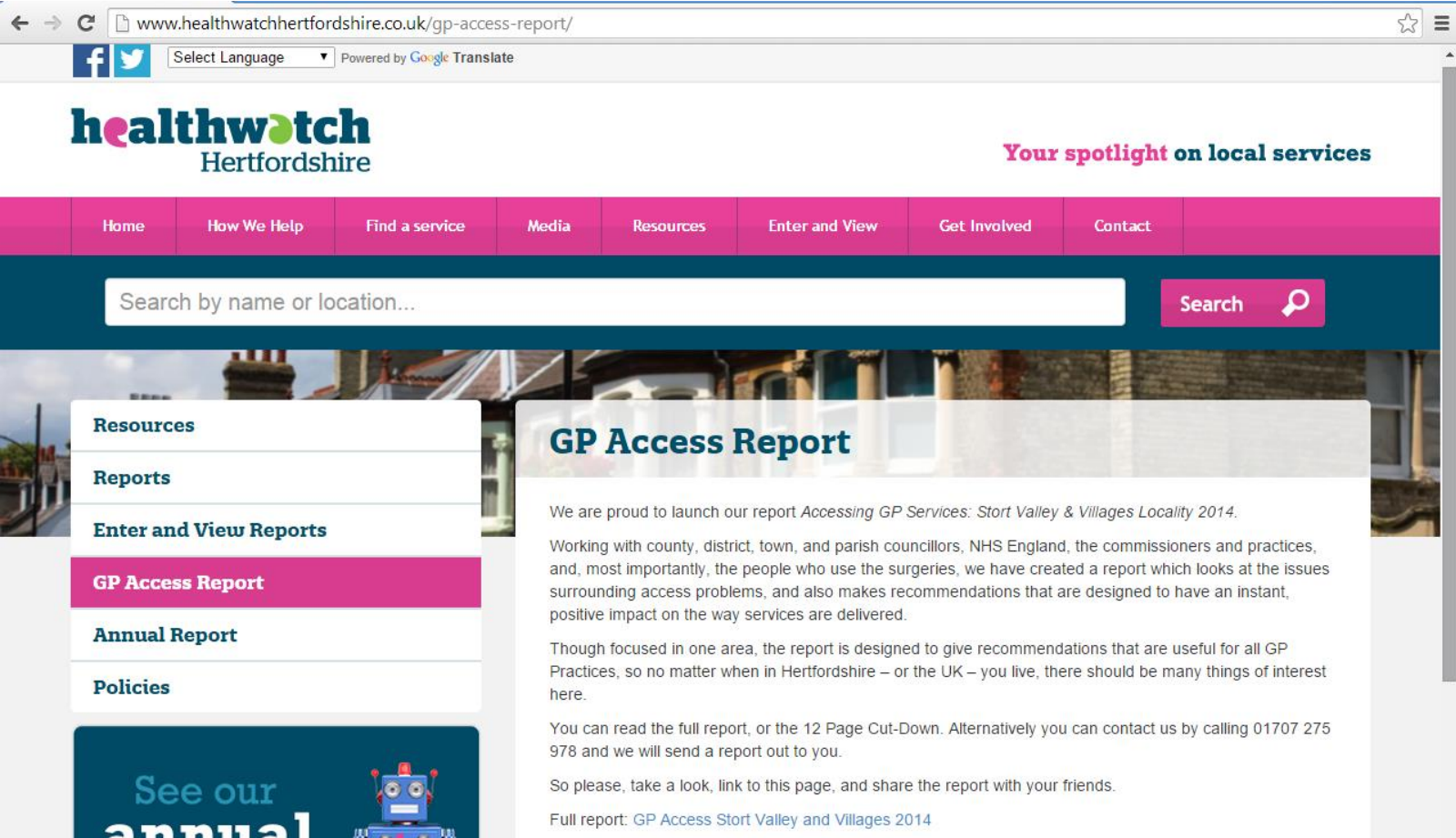
- January 2015 - June 2015 (5 month period).
- Monthly Forums facilitated by Healthwatch.
- See these forums as a chance to bring together representatives from each Practice/ PPG, Healthwatch Representatives, and local councillors who have expressed an interest.



# Questions..?



# Read the Report



The screenshot shows the website [www.healthwatchhertfordshire.co.uk/gp-access-report/](http://www.healthwatchhertfordshire.co.uk/gp-access-report/). The page features a navigation menu with links: Home, How We Help, Find a service, Media, Resources, Enter and View, Get Involved, and Contact. A search bar is present with the text "Search by name or location..." and a "Search" button. The main content area is titled "GP Access Report" and includes the following text:

**Resources**

**Reports**

**Enter and View Reports**

**GP Access Report**

**Annual Report**

**Policies**

**GP Access Report**

We are proud to launch our report *Accessing GP Services: Stort Valley & Villages Locality 2014*.

Working with county, district, town, and parish councillors, NHS England, the commissioners and practices, and, most importantly, the people who use the surgeries, we have created a report which looks at the issues surrounding access problems, and also makes recommendations that are designed to have an instant, positive impact on the way services are delivered.

Though focused in one area, the report is designed to give recommendations that are useful for all GP Practices, so no matter when in Hertfordshire – or the UK – you live, there should be many things of interest here.

You can read the full report, or the 12 Page Cut-Down. Alternatively you can contact us by calling 01707 275 978 and we will send a report out to you.

So please, take a look, link to this page, and share the report with your friends.

Full report: GP Access Stort Valley and Villages 2014

[www.healthwatchhertfordshire.co.uk](http://www.healthwatchhertfordshire.co.uk)