

For general release

<b>REPORT TO:</b>	<b>Health and Social Care Scrutiny Sub Committee</b> <b>8<sup>th</sup> November 2016</b>
<b>AGENDA ITEM:</b>	<b>9</b>
<b>SUBJECT:</b>	<i>Healthwatch Croydon Update</i>
<b>LEAD OFFICER:</b>	<i>Darren Morgan, Healthwatch Croydon Co-optee</i>
<b>CABINET MEMBER:</b>	<b>NA</b>
<b>PERSON LEADING AT SCRUTINY COMMITTEE MEETING:</b>	<i>Darren Morgan, Healthwatch Croydon Co-optee</i>

<b>ORIGIN OF ITEM:</b>	<b>This item forms part of the Health and Social Care Scrutiny Sub Committee Work Programme 2016/17</b>
<b>BRIEF FOR THE COMMITTEE:</b>	To receive and examine information provided by Healthwatch Croydon

## 1. EXECUTIVE SUMMARY

Healthwatch Croydon (HWC), as a co-opted committee member, hereby submits its regular update.

## 2. HWC UPDATE

Healthwatch Croydon has researched the experience of local GP services, reviewing 1,856 patients' stories.

We found that patients are broadly satisfied with the quality of treatment received, with many accounts of 'professional and knowledgeable' doctors and nurses. Patients are also positive about receptionists and practice management, on the whole. There are however some noticeable negative trends and we may ask to what extent these are related to capacity. Patients voice concerns over telephone access, receptionists making 'clinical' judgements, and waits of weeks for routine appointments. Patients are less likely now to see a GP of choice, or a GP at all (the rise of the telephone triage) and a number of patients do not know who their GP is. Whether this matters to patients or not, care is becoming less personal over time. The full report is available.

### Appendices

None