

HEALTH SCRUTINY PANEL

31 MARCH 2014

ACCESS TO GP PRACTICES

PURPOSE OF THE REPORT

1. To provide the scrutiny panel with an outline of today's meeting.

BACKGROUND

2. The panel will recall that Members had discussed the use of premium line numbers which the public had to ring to access GPs surgeries (a list of GP Surgeries in Middlesbrough is attached to the report at Appendix 1). There are currently 2 practices that are still using a premium line and several practices have changed to a 0300 numbers, due to government advice. (For information - Ofcom introduced UK-wide 03 numbers as an alternative to chargeable 08 numbers, such as 0870. These new numbers allow organisations to have a single national point of contact without consumers having to pay extra to call them. Calls to 03 numbers cost no more than a national rate call to an 01 or 02 number and must count towards any inclusive minutes in the same way as 01 and 02 calls. These rules apply to calls from any type of line including mobile, BT, other fixed line or payphone. Revenue sharing – where the dialled party can receive a share of what the consumer pays to make a call – is also not allowed on calls to 03 numbers).
3. The panel have been undertaking various reviews over the year and one of the recurring issues that Members have heard about is the inconsistencies that occur between surgeries when people trying to get an appointment to see a doctor. For example, some people can speak to their doctors by telephone, some people can get an appointment on the same day, and for others it may take up to a week to get an appointment. Some people don't want to speak to their doctor by telephone alone as they prefer face to face contact. The process has been described as confusing for some people and one that can cause anxiety, especially amongst the elderly.
4. The panel have also heard concerns about the 'triage' systems operating in some practices, where a receptionist will 'filter' calls to decide if an appointment with a doctor is necessary. Some people felt that they didn't want to disclose their illness to someone other than their doctor.

Today's meeting

5. In order to receive information on these issues, the following representatives will be attending the meeting
 - Wendy Stephens - Primary Care Contract Manager, Durham and Tees Area Team
 - Dr John Canning – representative of the Cleveland Local Medical Committee

Areas for Discussion

6. The following questions are not exhaustive, and it is suggested that they are general questions to be used as a guide for discussion at the meeting today.
 - a) Why have some surgeries not stopped using premium lines and does the 0300 number cost more to use than a local area code number?
 - b) Why are there differences between surgeries about how the appointment system is managed?
 - c) Is it common practice for receptionists to 'filter' access to GPs and how do they operate this system?

RECOMMENDATIONS

7. It is recommended that the scrutiny panel note the information from today's meeting and agree if any further evidence is required for this review.

BACKGROUND PAPERS

No background papers were used in this report.

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Borough Road & Nunthorpe Medical Group	01642 243668
167a Borough Road	
Middlesbrough	
TS1 4RY	
Borough Road & Nunthorpe Medical Group (Branch Surgery)	01642 315390
87 Guisborough Road	
Nunthorpe	
Middlesbrough	
TS7 0JS	
Cambridge Medical Group	01642 851177
10a Cambridge Road	
Linthorpe	
Middlesbrough	
TS5 5NN	
Coulby Medical Practice	01642 590500
Cropton Way	
Coulby Newham	
Middlesbrough	
TS8 0TL	
Crossfell Health Centre	01642 296777
Berwick Hills	
Middlesbrough	
TS3 7RL	
Fulcrum Medical Practice (Branch Surgery)	01642 508508
Grangetown Neighbourhood Centre	
Bolckow Road	
Grangetown	
Middlesbrough	
TS6 7BS	
Fulcrum Medical Practice LLP (Specialist Drug Practice)	01642 354550
Acklam Road	
Middlesbrough	
TS5 5HA	
Haven Medical Centre (Asylum Seeker Practice)	01642 251053
7 Harris Street	
Middlesbrough	
TS1 5EF	
Hemlington Health Centre	01642 514350
Viewley Centre	
Hemlington	
Middlesbrough	
TS8 9JH	
Hirsel Medical Centre	01642 242880
North Ormesby Health Village	
Trinity Mews	
North Ormesby	
Middlesbrough	
TS3 6AL	

Kings Medical Centre	01642 244766
North Ormesby Health Village	
Trinity Mews	
North Ormesby	
Middlesbrough	
TS3 6AL	
Martonside Medical Centre	01642 812266
1a Martonside Way	
Middlesbrough	
TS4 3BU	
Newland Medical Centre	01642 247401 / 247029
Borough Road	
Middlesbrough	
TS1 3RX	
Oakfield Medical Practice	01642 244990
North Ormesby Health Village	
Trinity Mews	
North Ormesby	
Middlesbrough	
TS3 6AL	
Park End Clinic	01642 280090
Overdale Road	
Middlesbrough	
TS3 7EA	
Park Surgery	0300 111 2300
One Life	
Linthorpe Road	
Middlesbrough	
TS1 3QY	
Parkway Medical Centre	01642 270033
Cropton Way	
Coulby Newham	
Middlesbrough	
TS8 0TL	
Prospect Surgery	0844 477 3987
The Health Centre	
PO Box 101e	
20 Cleveland Square	
Middlesbrough	
TS1 2NX	
Resolution Health Centre - Walk in	0330 123 9501
North Ormesby Health Village	
Trinity Mews	
North Ormesby	
Middlesbrough	
TS3 6AL	
The Discovery Practice	01642 245069
Cleveland Health Centre	
20 Cleveland Square	
Middlesbrough	
TS1 2NX	
The Endeavour Practice	01642 242192
Cleveland Health Centre	
20 Cleveland Square	
Middlesbrough	
TS1 2NX	

The Erimus Practice	01642 242746
Cleveland Health Centre	
20 Cleveland Square	
Middlesbrough	
TS1 2NX	
The Linthorpe Surgery	01642 856066
378 Linthorpe Road	Although 0844 477 3467 (number still in operation)
Middlesbrough	
TS5 6HA	
The Village Medical Centre	01642 851234
400-404 Linthorpe Road	
Middlesbrough	
TS5 6HF	
Thorntree Surgery	0300 111 2300
11 Beresford Buildings	
Thorntree	
Middlesbrough	
TS3 9NB	
Westbourne Medical Centre	01642 277000
North Ormesby Health Village	
Trinity Mews	
North Ormesby	
Middlesbrough	
TS3 6AL	
Woodlands Road Surgery	01642 247982
6 Woodlands Road	
Middlesbrough	
TS1 3BB	
Woodlands Road Surgery (Branch Surgery)	01642 818952
283 Acklam Road	
Middlesbrough	
TS5 7BP	