

# North Somerset Council

## REPORT TO THE HEALTH OVERVIEW AND SCRUTINY PANEL

**DATE OF MEETING: 23 JULY 2015**

**SUBJECT OF REPORT: NORTH SOMERSET GP PRACTICE SURVEY**

**TOWN OR PARISH: N/A**

**OFFICER/MEMBER PRESENTING: COUNCILLOR ROZ WILLIS, CHAIRMAN**

**KEY DECISION: NO**

### RECOMMENDATIONS

That the Panel:

- (1) consider Healthwatch North Somerset's report setting out the findings of its GP Practice survey; and
- (2) discuss and endorse the recommendations set out at page 93 of the report.

### 1. SUMMARY OF REPORT

In March 2015, Healthwatch North Somerset published the results of its GP Practice Survey undertaken between October 2014 and January 2015. The report is at Appendix 1.

### 2. POLICY

N/A

### 3. DETAILS

The Survey was devised to ensure that as many aspects of the patient services could be reviewed as possible and gathered almost 700 responses from patients across the 25 GP Practices in North Somerset. This random sample survey was carried out between October 2014 and January 2015.

The report setting out the results of the survey identifies recommendations for improvements which include access, appointments, privacy at reception, complaints and waiting rooms.

Healthwatch hopes that the residents of North Somerset, PPG representatives and the North Somerset Health Community take on board the experiences and views expressed by the respondents and work towards resolving the issues that created difficulties for patients.

### 4. CONSULTATION

N/A

### 5. FINANCIAL IMPLICATIONS

N/A

### 6. RISK MANAGEMENT

N/A

## **7. EQUALITY IMPLICATIONS**

N/A

### **AUTHOR**

Leo Taylor, Scrutiny Officer  
01934 634621 leo.taylor@n-somerset.gov.uk