

Scrutiny Committee – Review Topic Submission Form

Councillor Name and other Councillors supporting submission	Councillor David Carter Councillor Nick Churchill
Review Topic	GP Practices
Links to the Council's priorities	Social cohesion
What priority level is this item?	High
Terms of reference (to include the scope of the review)	<p>To understand what is causing long call waiting times for GP surgeries</p> <p>To understand the reasons for any capacity issues at GP surgeries in Harlow</p> <p>To establish what management systems GP surgeries have in place and how they can be improved</p> <p>To identify in which instances the public should call their surgery, call 111 (phone and internet), or attend A&E, and how this can be more effectively communicated</p> <p>To identify any additional support that can be provided to people without internet or phone access</p>
Purpose and objective of the review	<p>To understand what is causing delays in phone and appointment wait times</p> <p>To identify how these delays can be reduced</p>
Methodology/approach (methods to be used for gathering evidence)	Interviews with doctors and CCGs, practice managers
Written evidence required	Written questionnaires
Potential witnesses	West Essex CCG

	Doctors Practice Managers
Potential Stakeholder involvement (who are the stakeholders and how will their views be sought)	West Essex CCG Doctors Practice Managers Users of surgeries – especially those with limited access to the internet/phones
Site visits (where and when)	None.
Publicity (methods to be used)	None.
Resources (people, expenditure)	Officer time
Barriers/dangers/risks (any weaknesses or potential pitfalls in the review)	Lack of Officer capacity Lack of response from witnesses The Council does not have direct control of the health care provision
Measures of success	Reduced phone and appointment wait times