

WOLVERHAMPTON CCG
Primary Care Commissioning Committee
November 2018

TITLE OF REPORT:	Healthwatch GP Communication Report
AUTHOR(s) OF REPORT:	Sarah Southall, Head of Primary Care
MANAGEMENT LEAD:	Sarah Southall, Head of Primary Care
PURPOSE OF REPORT:	To share with the committee a report recently published by Healthwatch Wolverhampton regarding a survey that consisted of a series of largely quantitative questions and focuses on how much communication patients receive from their GP practice and what levels of awareness & involvement there are with Patient Participation Groups (PPGs).
ACTION REQUIRED:	<input checked="" type="checkbox"/> Discussion <input type="checkbox"/> Assurance
PUBLIC OR PRIVATE:	This Report is intended for the public domain
KEY POINTS:	<p>The report headlines are as follows:-</p> <ul style="list-style-type: none"> • 506 respondents to the survey. • 27% of respondents said they received regular communication from their GP Practice. • 17% of respondents received regular information, on a monthly basis from their practice, 12% said they received information less frequently ie quarterly, 9% every six months & 9% annually. • 18% of respondents said they received newsletters by post from their practice, 14% received emails & a large number of respondents confirmed that they received text messages from their practice. • Only 24% of respondents knew about their PPG • Only 30% of respondents who knew about the PPG were in receipt of information from it. • 51% of respondents confirmed that they were interested in receiving information about/from their PPG the remainder stated that they would not wish to receive this information. • The report concludes that there is a gap in GP communication & provides 6 recommendations that seek to address this gap.
RECOMMENDATION:	The committee should consider this report & confirm how the recommendations will be addressed, as listed on page 8 of the report.
BOARD ASSURANCE FRAMEWORK:	<ol style="list-style-type: none"> 1. Improving the quality and safety of the services we commission. 2. Reducing Health Inequalities in Wolverhampton.

