

Priorities for GP, primary care and community health services

We asked all attendees to pick three things in the list below that you think are most important. Top 3 are highlighted:

Potential priority	Total for room
1. Mix of skills in general practice workforce so patients have access to a wider choice of professionals and consultation types	15
2. More co-ordination and care planning with access to shared records, where people tell their story once and all professionals have access	23
3. Fit for purpose buildings that can house a wider range of GP and community services	9
4. Access to rapid care in the community/home (without the need to go to hospital) when people experience escalating care needs	30
5. Support for people to take more control of their own health, with access to information, advice and guidance to support this	7
6. Empower patients to have a voice and to work with services to shape primary care services and improve patient experiences	7
7. Encourage patients to have greater involvement and responsibility in decisions about their care and health and wellbeing	9
8. Care that looks and feels person centred - developing what matters most to patients and their loved ones	15
9. IT infrastructure to support new ways of accessing services using internet, apps etc	4
10. Technology reduces GP referrals of patients to hospital and numbers of follow up outpatient appointments	3
11. Digital technology supports and empowers patients to better manage their own health conditions and stay more healthy	3
12. Understanding of the local community's needs underpins how services are designed	7
13. Reduce variation in quality of care through peer review, clinical supervisions and protected learning time	4
14. An ethos and culture focused on achieving the best outcomes for patients	4

15. Suggestions for priorities that are missing:

Access

- *More community based services with ease of access*
- *Notice taken of ease of transport to facilities*
- *Access to my GP service in a timely and convenient way - face to face until technology is proven*
- *GP appointments in less than two weeks*
- *Named GP - many patients have no idea who their GP is*

Keeping people healthy

- *Focus on prevention and wellbeing to proactively manage demand and improve care*
- *More needs to be done to prevent illness*
- *Health education*

Workforce

- *How practices can get new GPs when old ones retire*

Patients with learning disability

- *Focus on preventable deaths for people with learning disabilities. Promotion of annual Health Checks with all GP Practices signed up*
- *Learning Disability awareness to reduce the number of preventable deaths by identifying people in this group and ensuring they have the right support to access basic services with better sharing of data with the right service*

Other

- *Have GP in A&E to filter “non-emergency” patients who have attended because they can’t get a GP appointment at their own practice*
- *How to limit prescription waste when patients are given medication or mis-diagnosed which are not fit for purpose. Is it the GP fault or the patients fault?*

2) How would you feel about going to another GP practice for some services or treatments?

Attendees were slightly more positive than negative about this. Some people said it depended on transport links

	Number
Very happy	5
Happy	13
Neutral	10
Unhappy	5
Very unhappy	4
Did not answer	13
TOTAL	50