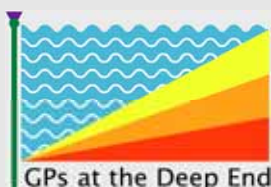


DEEP END SUMMARY 13

The Access Toolkit: views of Deep End GPs

Eight GPs met on Friday 14 January 2011 in the Academic Unit of General Practice and Primary Care at the University of Glasgow for a presentation and discussion on the RCGP Improving Access Toolkit and its applicability in practices serving very deprived areas.

- Deep End practices had achieved similar ratings in recent Government surveys of patient satisfaction with general practice as other practices in Scotland.
- The problem of “poor patient access” as defined by the lowest scoring 10% of practices is not a particular problem of deprived areas.
- Deep End GPs consider that the Access Toolkit includes many useful suggestions as to how patient access may be improved, not only in practices with low survey ratings but also in all practices seeking to improve their services.
- On the other hand, there are aspects of general practice populations in very deprived areas which the Access Toolkit does not take into account and which limit the applicability of some suggestions.
- Telephone access can be problematic and there is a greater expectation of same day appointments, with less use of forward planning. Behaviour change can be slow.
- The meeting demonstrated the value of occasions when practitioners can share experience, information and views, as a basis for reviewing and developing local practice. Several different ways of organising access were described.
- The Primary Care Collaborative was felt to have provided a useful mechanism for practices to work together in developing their services for patients.
- A summary of the problems and possible solutions described at the meeting will be added to the Treating Access website.
- Implementing the Access Toolkit in Scotland will work through facilitated workshops with locum cover for GPs.



“General Practitioners at the Deep End” work in 100 general practices, serving the most socio-economically deprived populations in Scotland. The activities of the group are supported by the Royal College of General Practitioners (Scotland), the Scottish Government Health Department, the Glasgow Centre for Population Health, and the Section of General Practice & Primary Care at the University of Glasgow.

Contacts for further information

Paul Alexander *RCGP Scotland* palexander@rcgp-scotland.org.uk

John Budd *Lothian Deprivation Interest Group* John.Budd@lothian.scot.nhs.uk

Petra Sambale *Keppoch Medical Practice, Glasgow* psambale@btinternet.com

Graham Watt *University of Glasgow* graham.watt@glasgow.ac.uk

Full report available at <http://www.gla.ac.uk/departments/generalpracticeprimarycare/deepend>

See also http://www.rcgp.org.uk/treating_access_scotland