

## Engagement Assurance Committee Cover Sheet

**Item: 3**  
**Enclosure: C**

<b>Title:</b>	<b>Primary Care Access and Recovery Plans- Supporting Communications and Engagement Work in Bexley</b>
<b>Meeting Date:</b>	25 September 2024
<b>Author:</b>	Graham Tanner – Associate Director Primary and Community Care (Bexley)
<b>Executive Lead:</b>	Diana Braithwaite, Place Executive Lead (Bexley)

<b>Purpose of paper:</b>	The purpose of this paper is to highlight some of the work done to engage with local residents in Bexley in support of the Delivery Plan for Recovering Access to Primary Care.	Update / Information	<b>x</b>
		Discussion	
		Decision	
<b>Summary of main points:</b>	<p>On 9 May 2023 NHS England released ‘Recovering Access to Primary Care’, a major policy area <a href="#">NHS England » Delivery plan for recovering access to primary care</a> with a national commitment to ‘tackle the 8am rush’ and make it easier and quicker for patients to get the help they need from primary care.</p> <p>A significant focus of the Plan is improving patient experience of contact with primary care through streamlining access and implementing ‘modern general practice’. This includes ensuring a range of access options (online/face to face/telephone), efficient and consistent patient triage, effective ‘care navigation’ and ensuring the most appropriate outcome is agreed and communicated to patients at the first point of contact.</p> <p>Additional funding has been made available to Primary Care Networks to support this work, some of which has required determination by the ICB based on its assessment of progress and delivery.</p> <p>A range of assessment criteria, metrics were proposed by NHS England, to measure success.</p> <p>These have been expanded and developed at place, with supporting engagement work capitalising on existing partnerships and networks.</p>		
<b>Potential Conflicts of Interest</b>	None relating to this report which is for information.		

<b>Relevant to the following Boroughs</b>	<b>Bexley</b>	<b>x</b>	<b>Bromley</b>	
	<b>Greenwich</b>		<b>Lambeth</b>	
	<b>Lewisham</b>		<b>Southwark</b>	
	Equality Impact	The work that is described in the attached report is to enable all communities to be better able to access GP services.		
	Financial Impact	None applicable to this report.		
<b>Other Engagement</b>	Public Engagement	This report slide presentation details engagement work undertake in Bexley in support of the Delivery Plan for Recovering Access to Primary Care.		
	Other Committee Discussion/ Engagement	Information has been reported to the Bexley Primary Care Delivery Group and Bexley Wellbeing Partnership Committee in line with place based governance and assurance.		
<b>Recommendation:</b>	Committee members are asked to note the report and enclosed slide presentation.			