

Health and Wellbeing Board Update – January 2016

Young Persons Mental Health

As previously reported to the Board, we are currently undertaking an Insight project to explore young people's experiences of seeking help for mental health issues. A summary of the first phase of the project was included in the November report to the Board. The second phase of the project is now underway, an evaluation of the patient experience of the new pathway for children and young people with behavioural, emotional or mental health needs.

Supporting the Joint Strategic Needs Assessment (JSNA) for Nottingham City Council

We continue to work in partnership with the City Council to ensure that local people's voices and experiences are represented in this document. Our focus is on gathering evidence from local community groups and undertaking a series of focus groups/one-to-one interviews with local people living with sensory impairments and physical disabilities to contribute to the refresh of this JSNA chapter.

Access to GP Appointments

As reported in November's update, Healthwatch undertook a 'mystery shopping' exercise across all 57 GP practices in the City, commissioned by the CCG, the purpose of which was to explore the patient experience of GP appointment booking processes across all Nottingham City GP practices. Our key findings were :

- Over two thirds (68%) of all practices were able to offer a same day appointment immediately, or offer some form of triage appointment. Of those practices signed up to the responsiveness contract
- Availability of pre-bookable routine appointments was better; 87% of all practices and 89% of those practices signed up to the responsiveness contract had routine weekday appointments available within two weeks of our call.
- The provision of information about weekend appointments during the phone calls was low. Only 6 practices signposted our callers to the Clinical Assessment Service (CAS) who administer these appointments. 19 practices which do have practices nearby which are open at weekends failed to provide any information on CAS over the phone. This was despite 13 of them displaying posters in their practices.

Pharmacy Report

We wanted to hear more about people's experiences of using local pharmacies and so we asked people to rate their experience of visiting a chemist/pharmacy and tell us a little more about the experience. The main headline of our subsequent report was that of the people who attended for a prescription, 81% rated the service as 4/5 stars and only 9% rated it as 2 or less. Our recommendations included:

- We think that Chemist/Pharmacists can take a proactive role in reducing unwanted medication by asking patients if they have stopped taking any of their medication, checking if customers have any medications at home and generally talking to customers about their medication on a regular basis.
- Of our respondents who had attended for information and advice, their experience was mostly positive. If more members of the public are aware of the advice and information services that chemists/pharmacies can provide, this may reduce pressure on other medical services.

To encourage members of the public to attend their local chemist/pharmacist for advice and information, it would be beneficial if the opportunity to speak privately with staff could be clearly displayed. This would let customers know that there are facilities out of sight (for example a private room) or that it is possible to talk to someone in private.