

**Manchester City Council
Report for Information**

Report to: Health Scrutiny Committee – 5 November 2019

Subject: Primary Care Access in Manchester

Report of: Healthwatch Manchester

Summary

Frontline staff in GP practices have gained an increased understanding and awareness of the Extended Access service.

Recommendations

1. Continued investment in GP practice staff, especially frontline staff, is required. Training for frontline staff in awareness of the Extended Access service and other associated issues is provided on an ongoing basis.
 2. The disconnect between staff awareness of the commissioned Extended Access service and its offer and promotion to patients requires further investigation. This report provides a clear rationale for such an investigation.
 3. Healthwatch Manchester will actively promote the service through its distribution channels as part of its information and signposting function and as a champion of patient rights.
 4. A dialogue is opened between GP Practice Managers and Healthwatch Manchester regarding these issues and also regarding the issue of registration with a GP practice falling within defined parameters.
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Wards Affected: All

Contact Officers:

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Background documents (available for public inspection):

The following documents disclose important facts on which the report is based and have been relied upon in preparing the report. Copies of the background documents are available up to 4 years after the date of the meeting. If you would like a copy please contact one of the contact officers above.

Week Spot? Access to 7 Day GP Service