

1. Project highlight report

Project Board: Healthwatch

Project name:	Gp patient survey	Reporting period:	Oct 2020
Project sponsor:		Project Manager	Lyndsay Yarde
Author:	Lyndsay Yarde	Date report approved:	

Project Highlights:

- Survey complete - in the end 204 people completed it
- Survey report written and shared with all Gateshead GPs
- Survey report publicised on all Healthwatch platforms
- Meeting requested with representatives of Gateshead Practice Managers to discuss impact of the report, but despite numerous requests we have failed to meet
- As an alternative we have emailed practice managers asking them to let us know what they thought of the report and how its findings have impacted on their decision making - but again no responses to date

In response to COVID 19, all of Gateshead GP practices have had to significantly change the support they offer their patients. It is important to understand how these changes are working for people. In order to do this, CBC Health GP Federation have asked Healthwatch Gateshead to develop a short survey for patients to complete. CBC Health Federation is a membership organisation representing all 30 GP practices in Gateshead.

The survey is an opportunity to learn from patients experiences of the COVID 19 changes and to understand what will work best for them as we start to move in to the post pandemic phase. The survey will be online, using survey monkey and a hard copy version will also be available. It will be publicised on all the Healthwatch platforms and the federation will distribute it to all GP practices, who will publicise to their patient populations. Healthwatch will advise on publicity methods as required. The survey findings will be analysed by Healthwatch who will share their findings with Gateshead GPs, CBC Health GP Federation, Newcastle Gateshead Clinical Commissioning Group and Healthwatch England. The survey will remain open until 30 June 2020. The survey will include a link to the wider Healthwatch survey into people's COVID 19 experiences across the whole of health and social care.

This project involves the development and delivery of a short survey, analysis of the results and the production of a brief report. The project has a very tight turnaround because the information it will provide will inform the decisions GP practices need to make as they plan their services for the post pandemic phase. That information is needed almost immediately, however our aim is to have the report ready for circulation by mid-July. To enable the speedy delivery of the project, Healthwatch are working closely with GP practices and the Federation. Healthwatch will develop the survey (both and online and a hard copy version), publicise it on our platforms and analysis and write up the findings, the Federation will be responsible for communicating with GP practices and for circulating the survey to their members. Individual practices will be responsible for getting the survey out to their patient population, however Healthwatch have indicated that we are happy to advise on how practices can maximise survey completions.

1. Progress against key project milestones

Milestone	Planned completion date	Progress or slippage	Variance	Explanation
Survey design	Jun 20	Complete		
Survey consultation	June 2020	Complete		
Survey amends	June 2020	Complete		
Survey distribution and publicity	June 2020	Complete		
Data analysis	July 2020	Complete		
Report writing	July 2020	Complete		
Report distribution and publicity	July 2020	Complete		

2. Key expectations in next reporting period

- Continue to try to ascertain the impact of the report

3. Risk report

Risk rating

Due to the ongoing demands on practices, we continue to get no response to our requests concerning the reports impact and value

Amber

4. Changes in reporting period

(A change request pro-forma should be attached as an appendix for all changes)