



Focus on GPs

Introducing our GP Digest

Our six monthly GP Digest brings together all the feedback and experiences we hear about local GP practices. In the first digest we heard from 140 people about their experiences of accessing and receiving care from their local GP. The feedback was mostly positive:

“Quality of treatment - second to none - whole practice brilliant”

In the report we identify good practice and areas in need of improvement for GP practices across the borough.

“The GP Digest manages to aggregate all of the patient feedback, received in multiple ways by Healthwatch in relation to GP practices into one really helpful document. This makes it much easier to identify themes and provides a useable way for this information to be included in discussions the CCG has on the quality of service provision in North Tyneside and help identify areas for targeted improvement.”

James Martin, Performance and Commissioning Manager, North Tyneside CCG

Changes to GP practices

Battle Hill Health Centre - We supported patients to give their views on the future of GP services at Battle Hill. Patients highlighted issues including opening hours, availability of appointments, quality of care, prescribing and the nature of 5 year contracts. In February 2018 the CCG announced the Battle Hill practice would stay open with services provided by Park Road Medical Practice.

Earsdon Park Medical Practice and Longbenton Branch Surgery - The CCG wrote to patients telling them these services would close in March 2018. They gave information on alternative GP practices and invited people to a drop-in to support registering with a new practice. We responded to patient enquiries about the changes and helped vulnerable patients to get the support they needed.

Primary Care Navigators

We contributed to training for new Primary Care Navigators based in GP practices. This helped raise awareness of our Healthwatch role as well as supporting the navigators to find information and support for patients.