

Whatever happened to all those attempts to change access to General Practice?



Access to General Practice:
Innovation, impact and
sustainable change

GP-SUS Briefing Paper 1: What was the study about?

Access to General Practice is a prominent concern for policymakers, politicians, service providers and the public. General practices have used varied approaches to allocating and triaging appointments, and some of these have been tested in research studies, with results being inconclusive and contradictory. We aimed to learn from what happened in practices that participated in earlier interventions of different access systems, and which subsequently continued, adapted or abandoned these systems. The experiences of these practices and the patients they serve provide rich insights into the sustainability of access models, in different GP contexts, before and during the pandemic.

The study had three parts:



WP1- What has been tried?

A scoping review and expert stakeholder consultation.



WP2- Did innovation become the day-to-day?

Comparative focused ethnographic case studies in 8 English general practices who have been part of evaluations of different access models and a comparator in Denmark.



WP3- Learning from practices.

Collaborative learning with stakeholders.

Study objective

To describe and compare the longer-term impacts of different approaches to patient access to understand whether the various approaches worked as anticipated, were adapted, or abandoned, and whether practices could sustain improvements over time.

Study Set Up



Working with patients and the public

8 patient/carers with diverse experiences

6 online group meetings +

Email and post communications

Helped with:

- Selecting a logo
- Drafting project documents
- Sense checking analysis
- Shadowing paper writing
- Public outputs



Work Package 1 (WP1) What has been tried?

Scoping review

Stakeholder workshop 1
Stakeholder workshop 2



Work Package 2 (WP2) Did innovation become the day-to-day?

8 UK-based case studies

1 Denmark-based case study



Work Package 3 (WP3) Learning from practices

Synthesise findings from WP1 and WP2



Dissemination

- Academic papers
- Conference presentations
- Policy briefings
- Stakeholder dissemination
- Feedback findings to participating practices
- Feedback to patient groups

Principal Investigators

Prof. Catherine Pope, Nuffield
Department of Primary Care Health
Sciences, University of Oxford

Prof. Helen Atherton, Primary Care
Research Centre, University of
Southampton

Contact: Catherine.pope@phc.ox.ac.uk

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