

Overview & Scrutiny Team

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Head of Policy & Performance Eve Pelekanos

Haringey Council

Your ref:

Date: 05 December 2008

Our ref: SR/ POC

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Dear Member

Scrutiny Review - The Laurels Healthy Living Centre Meeting - Thursday, 11th December, 2008

Please find enclosed an update on progress in respect of the development of a GP led Health Centre, which has been provided by Haringey TPCT for consideration at the meeting on 11 December as part of item number 5.

Yours sincerely

Robert Mack
Principal Scrutiny Support Officer

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Report to: **The Overview and Scrutiny Committee**

From: **David Lyons – Assistant Director Primary Care**

Date: **December 2008**

Purpose of report: **To update on progress with plans for new GP-led health centre at The Laurels**

1. Background

1.1 Lord Darzi, in his *Interim Report* of August 2007 (*Next Stage Review of the NHS*) gave a commitment to establishing at least 150 GP-led health centre's (one in each Primary Care Trust (PCT) area) providing access to GP services on an 8am - 8pm, 7 days a week basis. The health centre's are part of a wider national programme of improving access to primary medical services, which also include opening at least 100 new GP practices in so called 'under-doctored areas' and extending GP practice opening hours.

1.2 Each local PCT has the responsibility for procuring the new health centre for its area through a process of competitive tendering using the Alternative Provider of Medical Services (APMS) contract that has been developed nationally. The contract is to be offered for an initial term of five years. The Department of Health has specified that the contracts for the new health centre's should be awarded in 2008/09, with service commencement following as soon as possible after this.

2. Engaging the Community: Haringey Teaching Primary Care Trust, dispatched over 5000 invitations and questionnaires to registered patients of The Laurels, inviting them to attend one of the three meetings.

2.1 Responses attendance at meetings: In total 199 responses were received

Teaching Primary Care Trust

- 7% said that they would attend the meeting on the 28th October
- 9% said that they would attend on the 29th October
- 9.5% said that they would attend on the 30th October

Due to a number of administrative difficulties some patient received their invitations and surveys just before or after the date of the meetings; this led to 16 people complaining.

2.2 Meetings were held on the following dates, attendance was **recorded** as follows:

Date of Meeting	Attendance
28 th October from 13.30	18
29 th October from 18.00	12
30 th October from 13.30	11

2.3 Results of the Questionnaires: of the 199 responses received patients, were asked the following Questions

What would you like to see provided at your current doctor/GP practice?

The following options were provided for ranking:

- Extended opening hours, e.g. early mornings, evening and weekends
- Diagnostic Services e.g. Blood test and X-ray to be available at GP/health centre
- Greater range of treatments to be available at GP, e.g. Physiotherapy, wound care, back care, specialist clinics
- Better appointment systems
- Advice on staying health, receiving benefits, access to other services
- More time with GP
- Other (Please Specify)

2.31 Yes or No Response: 70 respondents misunderstood how to answer this question and ticked Yes or No rather than ranking the options.

Table Two shows the percentage of these 70 respondents who ticked or said yes for each option.

TABLE TWO: YES OR NO RESPONSES		
Option	%	Number
Opening Hours	73%	51/70
Diagnostic Services	66%	46/70
Range of Treatments	64%	45/70
Appointments	61%	43/70
Health Advice	60%	42/70
More time with GP	59%	41/70

2.3.2 Ranking: Table Three shows the percentage of participants who ranked each option in each of the seven positions. Majority figures are shown in red.

TABLE THREE: RESPONSE TO QUESTION BY RANKING								
Option	% of participants who ranked the option...							
	No Rank	1st	2nd	3rd	4th	5th	6th	7th
Opening Hours	2	56	14	9	4	3	5	7
Diagnostic Services	3	19	27	20	14	7	7	2
Range of Treatments	4	15	22	25	18	13	1	1
Appointments	10	14	20	16	18	11	7	3
Health Advice	14	3	4	9	13	22	31	3
More time with GP	7	13	12	15	16	19	17	1

Table Four shows how the majority of **respondents** ranked the options.

TABLE FOUR: HOW THE MAJORITY RANKED THE OPTIONS			
Option	Position	Majority %	Majority Number
Opening Hours	1 st	56%	75/134
Diagnostic Services	2 nd	27%	36/134
Range of Treatments	3 rd	25%	35/134
Appointments	2 nd (followed by 4 th)	20% (18%)	27/134 (24/134)
More time with GP	5 th	19%	26/134
Health Advice	6 th	31%	42 /134

2.4 Qualitative Data: 23 respondents included some comments in the “Other” section (excluding written complaints regarding date of receipt). A number of common themes emerged. These can be seen below along with the verbatim comments in **Table Five**.

TABLE FIVE: THEMED VERBATIM COMMENTS	
Theme	Comment
Opening Times	What will happen to CAMIDOC?
	The opportunity that I can see a GP-led Health Centre when the local practice is not open
Administration	Better administrative support, who are willing to help at reception or by phone
	Thank God for what the government is doing concerning and about their investment on health care services would they continue like this in their honorable and excellent performance? Did my registration in this health care centre cover my family e.g. my wife, children by not registering them again? Can I exchange my personal contact phone number with my personal doctor or any other person that is giving me good and service in this your honourable health care centre? They have my own and I have theirs.
Environment	Last by not the least, is there any hour for prayer fellowship here for the upliftment and progress for this great hospital that care? Multifaith room, to meet others. Thanks and God Bless.
	More cheerful waiting space, chairs facing garden or in a circle, more pictures in bleak corridors and consulting rooms
Continuity of Care	Employ permanent GPs to promote continuity
	To see the same doctor all the time or most of the time because he or she gets to know your symptoms more.

	Being able to see the same GP
Information	Clearer information on website about current services offer - a link made with Health visiting service
Equipment	Would love to have class like yoga, martial arts, pilates etc
	Pharmacy (mentioned twice)
	Better diagnosis machine required
	Podiatry Service
	If people take good care for their health then there is less burden on NHS (i.e. alcohol and smoking)
	A podiatrist on site
	Specialist advice for patients e.g. asthmatic breast cancer
	Informative talks by doctor or health specialists on Health issues and prevention of illnesses
Appointments	Referrals to other NHS hospitals of choice outside catchment area
	When I have booked an appointment I would appreciate being seen at that time, not 40 minutes later
	Appointments with doctor two or three days time, not two weeks later
	Better appointment systems specifically for emergencies
	I am concerned about "providers", who is this? I am also worried that extended hours will result in patients from other practices seeking treatment at my doctors when their own GP is inaccessible. The service is currently slow and crowded enough! It's not just that I can't access my doctor because I work full time, it's also that when I get to the surgery the waiting room is full and a lot of patients have seemingly turned up without an appointment. I would like to be able to book an appointment and be seen quickly. It doesn't matter what time of day as long as I don't waste time sitting in the waiting room.

3. Current situation: due to the complaints from patients about receiving their invitation late and the lack of any translation, upon recommendations from the Overview and Scrutiny Committee, Haringey tPCT has put the following into action

3.1 Invitations to Patients to attend a further two meeting

- 5, 339 letters were sent out on Monday 24th November 2008 inviting patient to attend a further two meeting on the
 - 8th December 2008 6.00pm – 8.00pm
 - 10th December 2008 1.00pm – 3.00pm

These meetings will provide an opportunity for patients and the public to give their views about:

- The possible additional services to be provided at the Centre in future, which might include
- Diagnostics inc Ultrasound and ECG
- Minor Surgery
- Out patient referrals
- Social services
- Pharmacy

And further asks them about:-

- Quality standards at the Centre - what matters most to patients? Cleanliness, getting through by phone, courteous staff, opening times? The standards must reflect patients' needs and the Centre must meet them, so we need your help in deciding what those standards should be.
- The best way to keep the community involved – how can the community keep an eye on the way the Centre operates in future?

Included in this letter was

- Frequently asked questions
- Response form
- An invitation in 6 of the top languages with an opportunity to ask for information not only in the top six but for any other language that the patients requests. In addition we will put the information in Braille or Audio upon request.

In addition in the letter we have asked for a Lay person to sit on the Procurement Panel, we have said that we are recruiting a patient to act as lay representatives on the panel which will decide who will provide services at the Centre.

“If you are interested in such a role, which would require you review a number of lengthy application documents and sit on a committee that will meet during the daytime up to 4 times over the next few months, please ring us on the number below so that we can send you an application pack”

3.2 Invitations to Councillors: Invitations, response form and frequently asked questions have also forwarded to Councillors.

3.3 Responses to Invitation: As at Friday 28th November 2008, we had received 16 responses, and a further 2 from Councillors.

4.0 Adverts in the local papers: Adverts were placed in local papers, for publication on the 27th November, to attract members of the public to attend the meetings on the 8th and 10th December.

5.0 Poster promotion: Posters have been printed to advertise the meetings and will be displayed in local library's and the Laurels.

6.0 Website promotion: We have displayed the advert on our website www.haringey.nhs.uk.

7.0 Progress report: A further verbal progress report, with the outcome of the additional meetings will be given to the Overview and Scrutiny Committee at it's meeting on the 11th December.

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