

Haringey Primary Care Estates Development: Engagement

Introduction

Haringey CCG has been allocated approximately £10 million in provisional funding from NHS England to open three new GP practice buildings. The new buildings will be home to existing practices who have applied to move into them, and located in areas where there are identified primary care capacity needs: Tottenham Hale, Wood Green and Green Lanes. These buildings will be modern, purpose built practices, with the capacity for more patients to use them and for other services to be provided alongside the GP services.

We have commissioned Healthwatch to support us with our engagement with patients and residents about these proposals, and this document summarises what we are doing.

Phase 1 pre engagement (summer 2018):

Throughout the summer of 2018 staff from Healthwatch Haringey worked closely with GP Practices at Arcadian Gardens NHS Medical Centre, Lawrence House Surgery, and West Green Surgery which are likely to lead 3 of the new GP practice buildings in Haringey. The aim was to target their patient participation groups (PPGs), promote and publicise focus groups aligned to each practice and to promote an online survey. Focus (reference) groups were held at three sites where the new GP practice buildings are proposed to be located:

- Tottenham Hale - Welbourne site
- Green Lanes- The Hawes and Curtis site
- Mayes Road - Iceland site

An online survey for patients at the three practices was also distributed.

Summary of what we heard:

The majority of ideas and suggestions were common across all three sites. Patients in Haringey want:

- Access to a range of secondary health services in their local community rather than needing to travel to a hospital
- The ability to have blood and urine tests taken at their local GP/health centre
- Better access to talking therapies

These things were repeatedly highlighted across the three locations, though with a slightly different emphasis depending on the area. Overall, what we heard during the engagement reflects Haringey residents' concerns about access to health services in the community and close to home, access to social care and mental health services and GP capacity, particularly in the east of the borough. There was a feeling that the proposed new GP practice buildings present an opportunity to tackle these challenges

Phase 2 pre engagement (February/March 2019):

There are now 4 locations being considered as part of this work (funding from NHS England has been applied for to support the development of a new GP practice building, for existing practices to move into, in Muswell Hill).

Engagement with all practices affected by the proposals will take place across February and March 2019, starting with Muswell Hill, Hawes and Curtis and the Welbourne site, with the Iceland development to follow once there has been a decision made on the planning permission for the site. Healthwatch Haringey will be carrying out half day, on-site visits to all of the practices where they will talk with patients, asking the following questions:

- Do you have any concerns about the proposed move?
 - If yes – Is there anything you would like to see done to address these concerns?
- What do you think are the positive impacts of the proposed move?
- Is there anything within your current practice which you would like to see changed or could be improved?
- Do you have any particular accessibility needs you would like or need to see addressed if the proposed move takes place?
- What do you like about your current practice? If the proposed move takes place what would you like to see continue?

Demographic data will be collected to identify if the cohort being engaged is representative of patients registered with the practice.

Next steps

Healthwatch will analyse the phase 2 pre engagement, including the demographics, which will inform the next stage of our engagement plans.

We will also know in the coming months whether the outline business cases for the new buildings have been approved.