

**GP Access
in Tottenham Hale:
Capacity Study**

September 2014



Haringey Race
and Equality Council



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Executive summary

This report deals with access to GP services in the Tottenham Hale area of Haringey and in doing so also includes comparative information relating to GP access in the four area collaboratives and in Haringey as a whole. All the evidence, both qualitative and quantitative, that we have described in this report confirms that residents in Tottenham Hale have serious difficulty accessing local GP services. This is within the context of poor GP access in the wider North East collaborative area. The anecdotal evidence received by Healthwatch Haringey over recent months, in the form of complaints about GP services in the area, is corroborated by the evidence presented in this report.

The detailed comments from Hale Village and Ferry Lane residents responding to the residents survey are included in Appendix 1 to this report as their voices should be heard - they are saying we cannot access the GP services we need for ourselves and our families; there is no point in registering with a local GP as we cannot get an appointment; and when we do get an appointment the service often falls below the standards they could reasonably expect. These concerns have been raised for many months, even years, but they appear not to have not been heard or addressed. In writing this report Healthwatch Haringey is giving voice to local residents, confirming the reality that they do face every day, and articulating their insistence on an immediate, practical response to improve the access to and supply of primary care services.



The findings and conclusions can be summarised as follows:

Appointments and access

There is a serious access and capacity issue relating to the four GP Practices serving residents in the Tottenham Hale area where there is a shortfall of between 230-420 (12-20%) appointments per week, or 18,000 appointments per year against the NHS benchmark. This shortfall will get worse given the housing developments currently under construction (550 units) and planned over the medium term (1,900 units) with the consequent growth in population.

The shortfall of GP appointments per week in the wider North East GP collaborative area is between 800 -1,300 (20-27%) appointments per week, or 52,000 appointments per year, against the NHS benchmark.

There is some evidence that a relatively high proportion of residents in the North East GP collaborative area are not registered with a GP at all. Of 186 young mothers surveyed at random in the North and East of Haringey nearly 20% were not registered with a GP.

The GP Practices in the North East GP collaborative area are under pressure of increasing demand for their services; this is reflected in the difficulty of getting an appointment and the level of dissatisfaction with the appointment process. Tynemouth Medical Practice is in the bottom 10 practices in England for ability to get an appointment, with 41% stating that they could not get an appointment at their most recent attempt (NHS Patient Survey 2014).



Executive summary

The evidence suggests that an additional GP Practice to service the Tottenham Hale area with a minimum of 3-4 GPs is required now to raise the accessibility of GP services to the level that could reasonably be expected. It is not just additional GPs required it is also nurses, health care assistants and administrative staff, in fact a small to medium size GP Practice servicing a population of at least 6000 people.

Residents Survey - Hale Village / Ferry Lane

There is a very high degree of dissatisfaction with the local GP service. Of those responding to the survey 50% said that they were “unhappy” or “very unhappy” with the service from their GP with only 26% being “happy”.

In the case of Tynemouth Medical Practice patients, where most respondents are registered, 59% said that they were “unhappy” (32%) or “very unhappy” (27%) and only 14% were happy with the service.

The group of Tottenham Hale residents who were the most satisfied with their GP service (64%) were those that were registered with GPs outside the Tottenham Hale area.



Health inequalities

The North East and South East areas of Haringey have a relatively high proportion of vulnerable and disadvantaged residents, as measured by a number of indicators, and therefore need an above average level of primary care health provision. There are high concentrations of temporary accommodation (75% of all TA in Haringey) and care establishments in the Tottenham area which will continue to provide challenges for local health services.

The picture is one of marked inequality between the east and west of the borough in terms of access to GPs with only 8% of residents in the West stating that they were unable to get an appointment at their most recent attempt compared with an average of 25% in the Tottenham Hale “cluster” (NHS Patient Survey 2014).

In relation to the number of appointments offered against the national NHS benchmark¹, the North East GP collaborative area has a very significant shortfall of GP appointments per week of 900 and 1,345 if you apply the deprivation weighting of 10%. This is a substantial shortfall of at least 20% (27% weighted) less than could reasonably be expected, or over 50,000 appointments each year. In comparison, the West GP collaborative area has a shortfall of 170 appointments per week, or 9000 each year: 3% less than the national NHS benchmark.

The Council’s three Health and Wellbeing Strategy objectives, relating to mental health, children and young people and health inequalities will be significantly impacted by inadequate primary care services in those areas of the Borough where the needs are greatest. Unless primary care services in these areas are significantly improved health inequalities are unlikely to narrow and may indeed get worse.

¹ The benchmark we use is that suggested by NHS England (Carr Hill formula) which is 72 appointments per thousand registered patients per week.



Executive summary

Haringey context

The evidence suggests that the Borough of Haringey has fewer GP appointments than required to adequately service the population. The ratio of 67.2 appointments per thousand patients per week compares unfavourably with the NHS benchmark of 72. The difference between Haringey actual and the benchmark is a shortfall of 1,350 appointments per week. On an annual basis this presents a picture of over 70,000 GP appointments unavailable for Haringey patients per year, or 116,000 appointments taking account of the deprivation weighting factor.

The Haringey appointments ratio compares very unfavourably with 93.4 appointments per week available in Camden, a neighbouring borough. The difference with Camden is equivalent to 7,740 appointments per week (Camden CCG Report 2014).

It is interesting to note that only six of the GP practices in Haringey achieve, or exceed, the Camden average of 93.4 appointments per thousand patients per week; five of these Haringey practices have small lists of less than 3000 registered patients.

Future strategy

It would appear that neither NHS England nor the Haringey CCG has a strategy in place which will successfully address these issues in the short term. Failure to address these issues now will make any medium term plans to move health services from secondary to primary care and develop more integrated services in the community unachievable, to the detriment of those living in the North East area of Haringey. Any strategy must take account of workforce issues; there is a very high % of GPs over 60 years of age (32%, 2011) who will be leaving the profession in the next few years.



Background and context

This research began because Healthwatch Haringey received a number of complaints from residents in the Tottenham Hale area regarding their difficulty in accessing GP appointments. Issues have also been raised about the quality of the services and although this is outside the scope of this report, a negative imbalance between the demand for and supply of GP services will understandably impact on quality and patient safety. In our view we may have reached the point where patient safety is at risk, both through inability to access primary care and the pressure on GPs which weigh heavily against providing a quality service.

We should emphasise that our purpose is not to criticise GPs or challenge their efficiency; they are also victims of the capacity issues and in many cases are struggling to meet the overwhelming demands upon them. It is hoped that the evidence presented in his report will help the local GPs to meet the needs of their patients, making their job more rewarding and encourage them to continue practising in the area.

Complaints from residents of Hale Village and the surrounding area of Ferry Lane about a lack of GP services are not new and have been exacerbated by the new developments in the area and the closure of the satellite GP service on the Ferry Lane estate. The developer of Hale Village, Lea Valley Estates, made provision for a GP practice in their master-plans since 2009 and had discussions with the former Primary Care Trust but with no success. The provision made available for a GP practice is now used as a Renal Unit which, whilst providing a valuable service, does not meet the need of the growing population in this area for primary care services.

The concern about GP provision in Tottenham Hale prompts interest in the provision in neighbouring wards as residents access GP practices across ward boundaries. The provision of efficient and effective GP services is important in all areas of the Borough but in the Tottenham Hale area and adjoining wards of Bruce Grove, Northumberland Park, Seven Sisters and White Hart Lane the level of deprivation is significantly higher and life expectancy significantly lower. Good primary care services are essential if health inequalities are to be reduced, mental health issues addressed, and children given the “best start in life”; these being objectives of the Health and Wellbeing Strategy for the Borough. Unless some fundamental improvements are made to health services in these wards, health inequalities will continue to increase, exacerbated by policy decisions to house homeless families and those leaving care in this part of the Borough where relatively cheap housing is available.



Background and context

The imperative for effective and accessible primary care services is further driven by the policy to deliver more services in the community and the role of GPs in this process. It has been recognised that small GP practices are at a disadvantage in delivering the services that will be required of them and the Haringey Clinical Commissioning Group (CCG) is embarking on a process of GP reconfiguration based on the four area collaboratives. Whilst this strategy may be successful in the medium to long term the transition plans may prejudice the immediate ability to increase capacity in the short term as short term “fixes” may not be seen to fit with the longer term strategy. This report shows that there is an immediate problem that needs to be addressed; in fact it is an historic problem which makes it even more serious and pressing.

This report is primarily concerned with access to GPs in the Tottenham Hale area and the surrounding wards. The evidence produced in the body of the report may indicate that there are issues that need to be addressed elsewhere but this should not prevent us finding a solution to the access problem in Tottenham Hale; a local focus is essential if we are to make progress in addressing the issues. This report highlights the issues and scale of the problem but it does not deal directly with the potential solutions; this is the next stage of the process once the key stakeholders accept that there is a problem that needs to be addressed.

Finally our enquiries led us to make comparisons between areas of Haringey, and begin looking at comparisons between Haringey and another borough, with some interesting results. We are grateful to the residents of Tottenham Hale for inspiring this important piece of work.



Methodology

The report reviews both qualitative and quantitative evidence to build a picture of current primary care capacity in the Tottenham Hale area and surrounding wards. The qualitative evidence comes from three unrelated surveys of local residents all of which highlight the difficulty of getting an appointment, in person and by phone, at the local GP surgeries. Healthwatch Haringey has also received a number of complaints about GP access and quality of services in the area but this anecdotal evidence is not used in this report.

The quantitative evidence is used to understand and explain why residents may have difficulty getting an appointment and reviews the demographic changes that have led to an increase in demand for GP services. On the supply side, to arrive at a measure of the real time accessibility of GP services, we decided to use the number of available GP appointment slots rather than the number of GPs. The number of GPs is not such a direct measure of access and is notoriously difficult to translate into full time equivalents. It is the availability of appointments too which is the most meaningful measure for patients.

Healthwatch Haringey collected information by telephone and email, from all the GP practices in the Borough, about the number of GP and nurse appointment slots available each week. We have collected information on both GP appointments and nurse appointments separately to ensure that we do not underestimate accessibility by excluding nurses. However, the report's focus is primarily on GP appointments as this is the main cause of concern for residents and there is a generally recognised and accepted benchmark relating to available GP appointments.

This information on appointments is not presented at GP practice level, although the information has been collected, as our objective is not to highlight individual practices which may raise questions of operational efficiency, but to measure overall accessibility in a local area.

We then considered what benchmarks could be used as comparators in order to assess the adequacy of GP accessibility locally. We looked for benchmarks that could reasonably be accepted as a measure of the number of appointments required for a registered GP practice population of a particular size. The benchmark we use is that suggested by NHS England (Carr Hill formula) which is 72 appointments per thousand registered patients per week. We also applied an alternative benchmark of 100 appointments per thousand per week, which is referenced in the Practice Managers Handbook (2009), when we add the nurse appointments to the GP appointments to give a picture of total appointments.



Methodology

Camden CCG has recently undertaken an analysis of GP appointments and we are able to provide some comparative information from Camden on GP appointments which puts the Haringey figures in a wider context. We do not suggest that Camden is a typical London Borough in this regard as we do not have comparative information relating to other London Boroughs but it is a neighbouring Borough of similar size and provides a useful comparison.

Relative deprivation in a practice population was historically reflected in the “weighted” GP lists of those practices in areas of high deprivation used by the Department of Health for allocating resources to GPs. For example, in 2010 the “weighted list” for the Somerset Gardens practice in White Hart Lane ward was 13,190 patients compared to the actual number of registered patients which were 11,554. Weighted lists in the North East and South East Haringey wards were, on average, around 10% larger than the actual list size to reflect the additional workload associated with working in deprived areas.

This may have been an underestimate of the additional resources necessary to meet the needs of the population but it was recognition that more resources would be required. In presenting the analysis of actual appointments against the benchmark number of appointments we have illustrated the impact of a 10% increase in the demand for appointments in the North East and South East collaborative areas.



Qualitative evidence - What do residents think?

There are three sources of evidence that reinforce the view that there is a serious problem with access to GP services in Tottenham Hale and the surrounding wards in the North East collaborative. The first is the recent survey of residents living in the Hale Village, Coppermill Heights, Bream Close and Ferry Lane estates; the second is a street survey of 186 young mothers in the Tottenham Hale and surrounding areas and the third is information from the most recent NHS Patient Survey report (2014) specifically focussing on questions relating to ease of access by telephone and satisfaction with the appointment system in general.

Residents Survey - Hale Village / Ferry Lane

The residents' survey results are outlined below and in detail in Appendix 1 and indicate a very high degree of dissatisfaction with the local GP service. Of those responding to the survey 50% said that they were “unhappy” or “very unhappy” with the service from their GP with only 26% being “happy”.

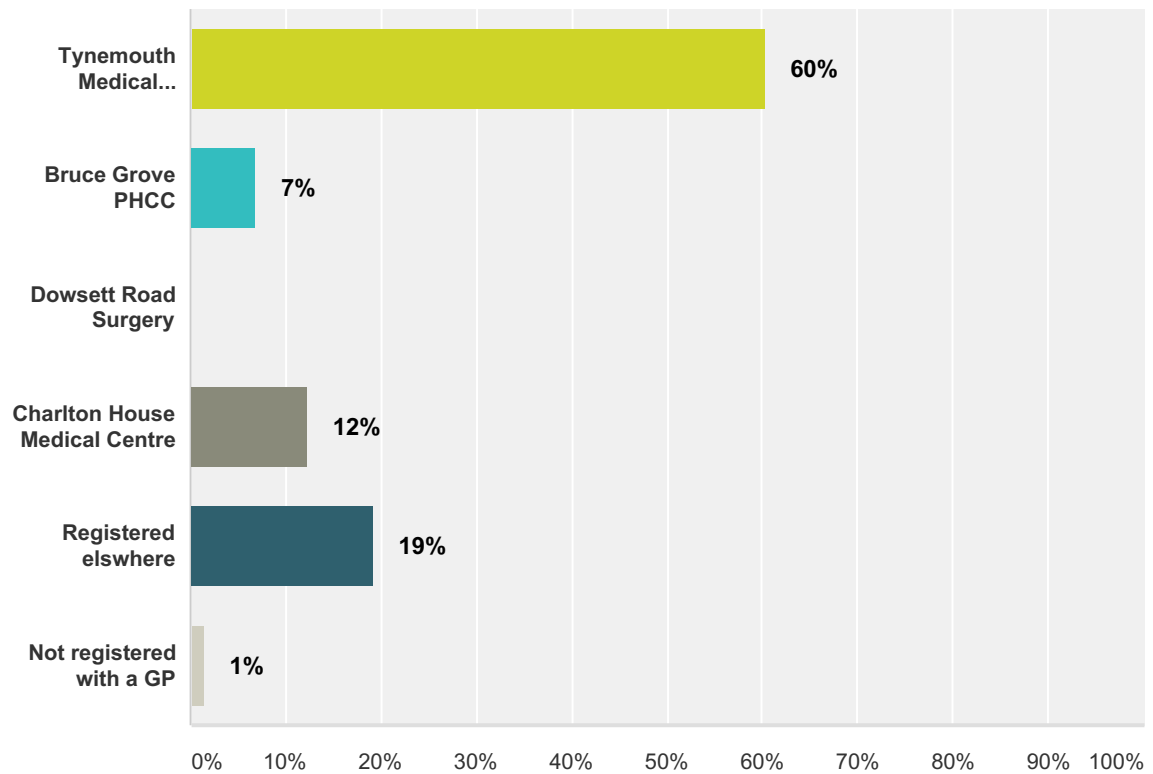
In the case of Tynemouth Medical Practice, where most respondents are registered, 59% said that they were “unhappy” (32%) or “very unhappy” (27%), and only 14% were happy with the service. There are a number of reasons for this negative view of Tynemouth Medical Practice but by far the most common reason was the difficulty in getting an appointment, see Appendix 1. It is interesting to note comments from longstanding residents and patients of the Tynemouth Medical Practice, indicating that the practice used to be good but due to the increase in population the level of service has significantly deteriorated.

It is interesting to note that of those patients living in the survey area, but registered with a GP outside the area, 29% were unhappy and 64% were happy; the reasons for registering outside the area are detailed in Appendix 1, some of which relate to the poor quality of the local GP services.



Are you registered with any of the following GP surgeries?

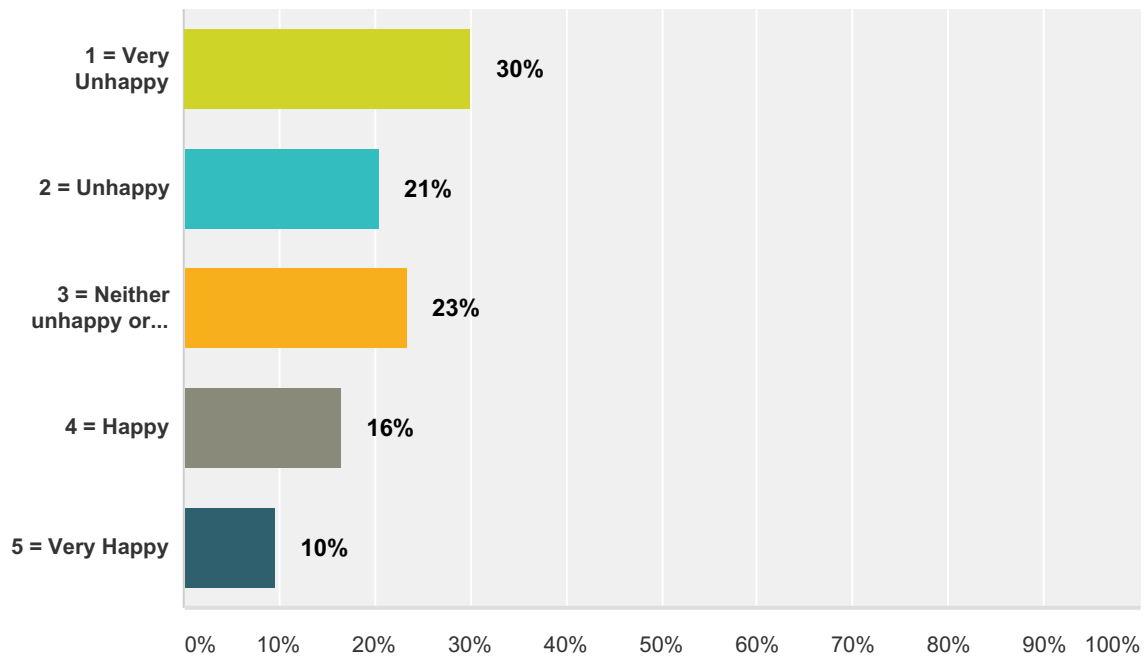
Answered: 73 Skipped: 0





How happy are you with your GP surgery on a scale of 1-5? (1= Very Unhappy, 5 = Very Happy)

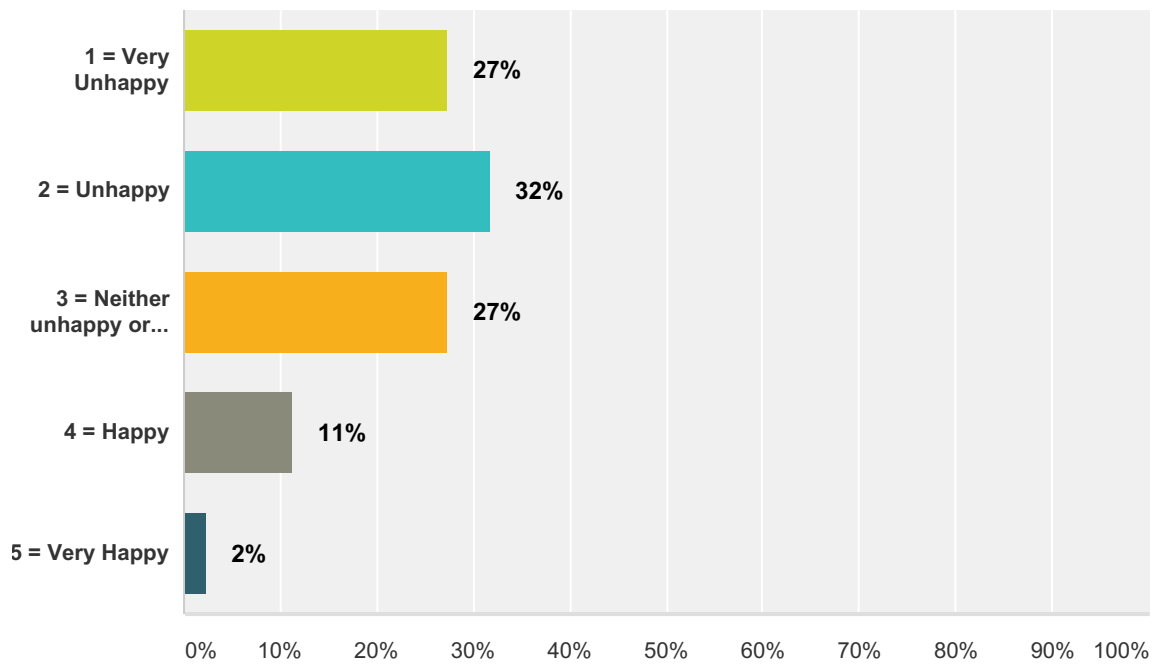
Answered: 73 Skipped: 0





How happy are you with Tynemouth Road Medical Practice on a scale of 1-5? (1= Very Unhappy, 5 = Very Happy)

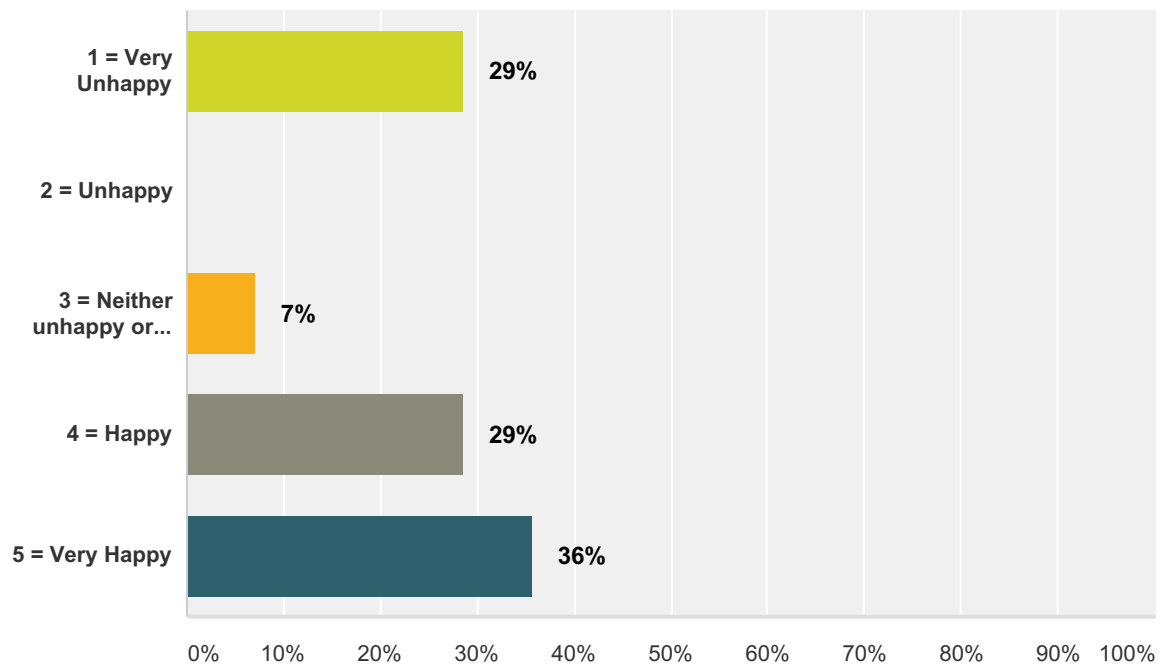
Answered: 44 Skipped: 0





If you are registered with a GP outside of the area how happy are you with your GP surgery on a scale of 1-5? (1= Very Unhappy, 5 = Very Happy)

Answered: 14 Skipped: 0





Together North London Resident Consultation

The Together North London Resident Consultation results are summarised in Appendix 2 and were collected as part of an evidence base for a Big Lottery Bid. Young mothers with children were randomly selected as they were walking along the street in the North of the Borough and asked for their views on local services.

Overwhelmingly the feedback related to health services and primary care in particular. Of particular concern was that nearly 20% of the 186 respondents were not registered with any GP, a finding reflected in the quantitative information presented later showing that the population in the North East collaborative is significantly greater than the number of patients registered with GPs in the same area. The interviewers were alarmed by finding that three of the mothers had their babies at home and were unregistered births. Of the 80% of mothers who were registered with a GP a major complaint was the inability to get an appointment; a serious concern for mothers with babies and young children.

NHS Patient Survey 2014

The third source of evidence comes from the most recent NHS Patient Survey published in 2014. Patients were asked a wide range of questions about their experience of their GP practice but the three questions of interest for this accessibility study relate to - how easy it was to make contact by telephone; how they rated the appointments system in general; and if they were able to make an appointment at their most recent contact. The detailed results for all GP practices are interesting and illustrated in Appendix 3.

In relation to telephone access the cells are the percentages which relate to the “net” score (the difference between those saying the telephone access was “very good / good” and those saying it was “poor / very poor”). The “red” squares highlight GP practices where the “net” score was negative i.e. a higher proportion of respondents thought it was “poor / “very poor”. In relation to appointments the numbers are percentages relating to the level of satisfaction with the appointments system. The “green” squares highlight those GP practices that scored higher than the England average. There is only one “net negative” score relating to appointments, for Morum House Medical Centre, and indeed a number of surgeries score above the England average.



Table 1 below highlights those GP surgeries that had a net negative score in relation to telephone access. It is interesting to note that none of the GP surgeries highlighted are in the West of the Borough, with the majority being in North East and South East Haringey.

Table 1 Accessibility on the Telephone (NHS Patient survey 2014)				
GP Practice	Area	Good	Poor	Net
Morum House Medical Centre	Central	39	53	14
The Bridge House Surgery	Central	28	59	31
Charlton House Medical Centre	NE	43	51	8
Morris House Group Practice	NE	39	61	22
Somerset Gardens Family Health Centre	NE	42	64	22
Westbury Avenue Surgery	NE	44	52	8
The Laurels Medical Practice	SE	45	45	Zero
Tynemouth Medical Practice	SE	23	76	53
The Chestnuts Park Surgery	SE	39	58	19

Table 2 below highlights the NHS Survey evidence relating to the four GP practices in the Tottenham Hale cluster in response to the question “Did you get an appointment at your most recent attempt?”. The NHS Patient Survey shows that for the Tynemouth Medical Practice 41% of respondents could not make an appointment at their most recent attempt; making this practice one of the worst ten in England on this indicator (London was 14% and England 11%). Unfortunately for those who live in the Tottenham Hale area the other larger local practices also score very badly on this performance indicator; the average score for the Tottenham Hale cluster is 25% (unweighted for practice size).

Table 2 Unable to make GP appointment	(%)	Patient List
Tynemouth Medical Practice	41	8470
Charlton House Medical Centre	23	6548
Bruce Grove Primary Health Care Centre	20	8731
Dowsett Road Surgery	14	2736



Qualitative evidence - What do residents think?

The response to this question by GP collaborative area is illustrated in Table 3 based on an average of the scores of the GP practices in that area. The North East and South East have the highest % of patients reporting that they could not get an appointment at their most recent attempt with those in the West being more successful. It is interesting to compare Tables 2 and 3 and note the marked difference between the Hale Village “cluster” and the average for the North East which highlights the even more serious access problem for those living in the Hale Village area. It would also appear that GP practices in the St Ann’s, Seven Sisters and Tottenham Green wards are under pressure and this is borne out by the detailed analysis in Appendix 3.

Table 3 Unable to make GP appointment	
Collaborative	Average %
North East	14
Central	13
South East	17
West	9

The three independent sources of qualitative data relating to patient experience all point in the same direction - very poor access to GP services in Tottenham Hale and neighbouring GP practices. The importance of listening to patients and service users has been reinforced by a number of recent reports e.g. Mid Staffordshire Hospital and the Clwyd-Hart report on NHS complaints. However, in order to assess the scale of the problem and the potential “gap” between demand for GP services and the supply of these services it is necessary to review some quantitative data on supply and demand.



Demand for GP services in Tottenham Hale

The need for additional GP services was recognised in the Council's Health Infrastructure Planning Report 2011-2026 (October 2011) but no additional GP provision has since been made available and at least one of the local surgeries has closed in the intervening period. The Report identified the growth in Tottenham Hale and the surrounding area as the driver for additional health services although the level of growth envisaged at that time may now be exceeded in current projections. Tottenham Hale has been identified as a potential Housing Zone and a bid is being prepared for the Greater London Authority (GLA) which identifies capacity for an additional 1,900 homes in the area over the short / medium term in addition to the 550 already under construction / planned in Hale Village.

Table 4 on the following page illustrates the population growth in Tottenham Hale, and other wards in Haringey, since 2001 and more recently since 2011. Tottenham Hale has had a 30% + increase in population since 2001 and 12% since 2011. The adjacent wards of Tottenham Green, Seven Sisters and St Ann's have all experienced population growth of more than 25% in the same period. The population continues to increase and will do substantially over the next ten years.

The population increase in Tottenham Hale of 4000 from 2001-2014 plus an estimated 1500 people in the pipeline (550 units above) would justify an additional 3.5 GPs based on a ratio of one GP to 1500 patients. In addition the 1,900 new homes in the Housing Zone bid would warrant two further additional GPs. However, it is not only additional GPs required but also nurses, health care assistants and administrative staff - in essence a small to medium size GP practice serving a practice population of 6-7,000 people.



Table 4 Haringey ward population changes

Ward	2001*	2011*	% change 2001-2011	2014**	% change 2001-2014
Alexandra	10,475	11,795	12	12,009	14
Bounds Green	10,905	13,725	26	14,311	31
Bruce Grove	11,997	14,483	21	14,935	24
Crouch End	10,762	12,395	15	12,719	18
Fortis Green	11,235	14,488	11	12,918	15
Harringay	10,525	13,272	26	13,952	32
Highgate	10,310	11,632	13	12,034	16
Hornsey	10,075	12,659	25	13,025	29
Muswell Hill	9,975	10,784	8	11,030	10
Noel Park	11,472	13,939	21	14,574	27
Northumberland Park	12,606	14,429	14	15,011	19
St Ann's	12,603	14,638	16	15,820	25
Seven Sisters	13,179	15,968	21	16,508	25
Stroud Green	10,324	11,758	14	12,150	17
Tottenham Green	11,966	14,580	22	15,636	30
Tottenham Hale	12,728	15,064	18	16,828	32
West Green	11,884	13,372	12	13,919	17
White Hart Lane	11,985	13,431	12	13,863	15
Woodside	11,501	14,514	26	15,232	32

*2001/2011 Census

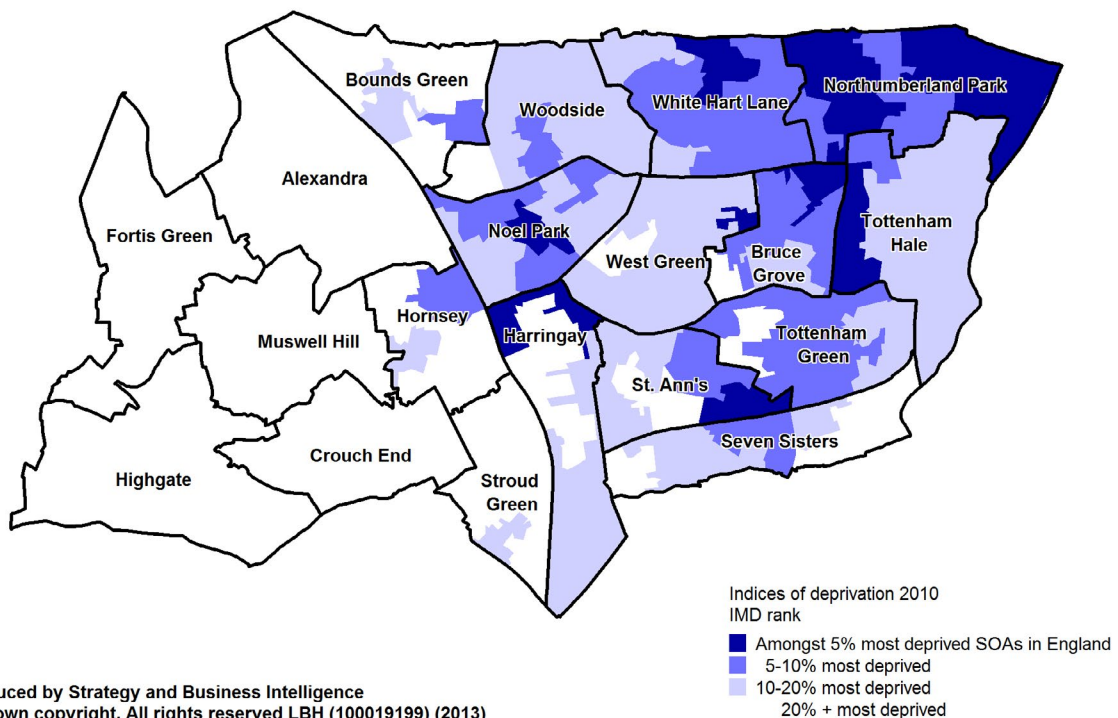
**2014 GLA 2013 SLA estimates



Local deprivation and health

Tottenham Hale and the surrounding wards are currently relatively deprived and therefore should have a more generous allocation of GPs and nurses to cope with the additional demands. If one also makes an allowance for the fact that a significant proportion of the population is not registered with a GP, (the Street Survey found that 20% of young mothers in their sample were not registered), the potential demand is even higher. The relative level of deprivation and health needs is illustrated in the maps below; these statistics are well rehearsed and many more indicators illustrating the same overall picture of inequality could be added.

Indices of Multiple Deprivation 2010
Rank of IMD
Haringey SOAs

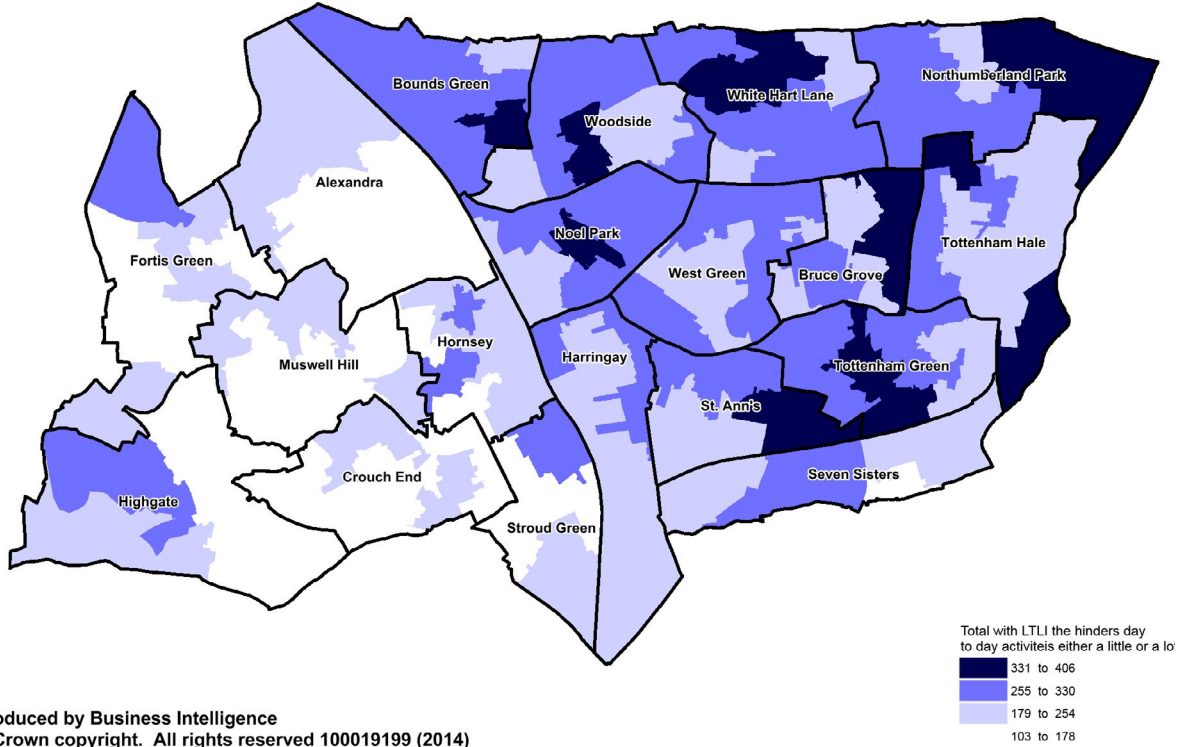


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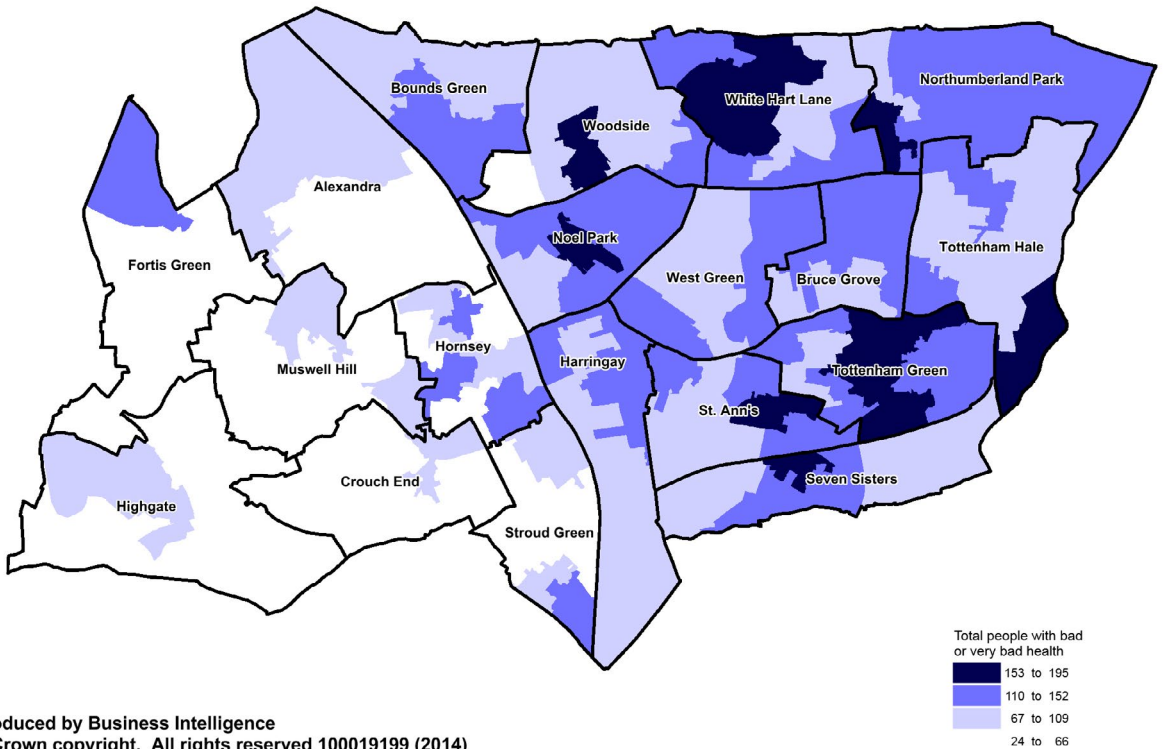
Demand for GP services in Tottenham Hale

Total people with Long Term Limiting Illness (LTLI) that hinders day to day activities either a little or a lot
2011 Census



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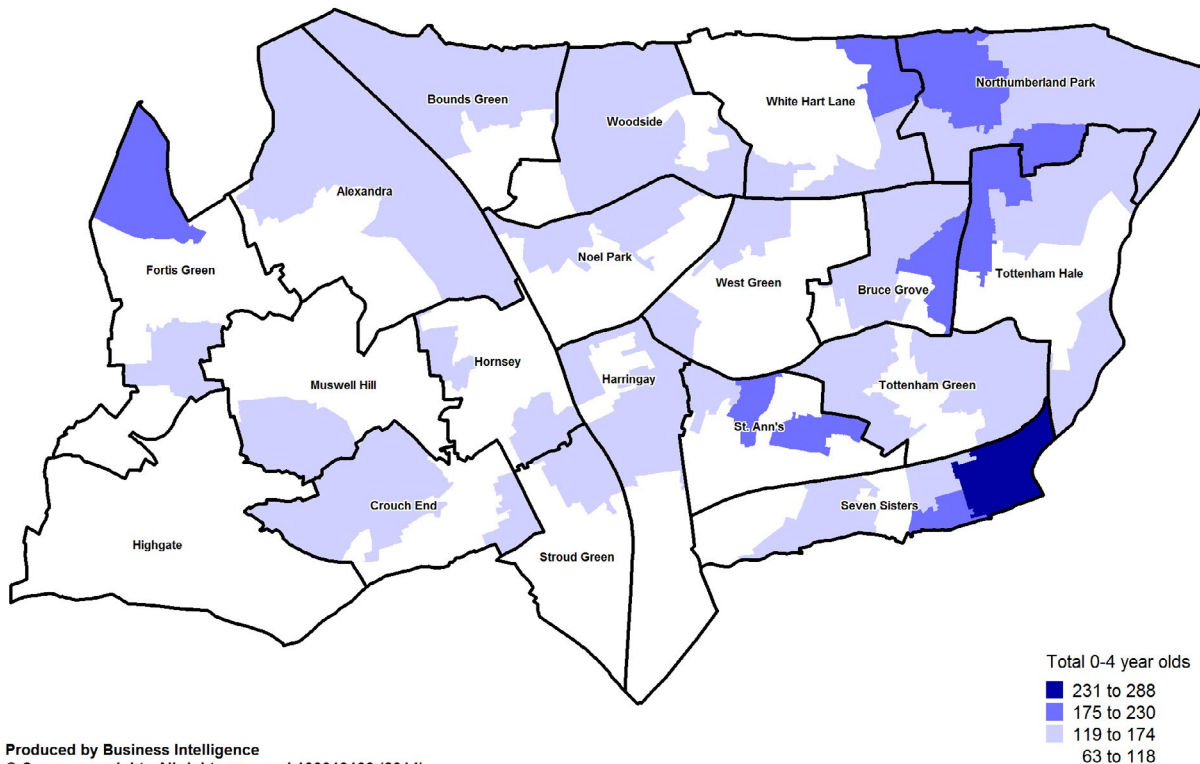
Total people with bad or very bad health
2011 Census



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Total number who are 0-4 years old 2011 Census



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The two maps in Appendix 4 illustrate how temporary accommodation for homeless families and care establishments are concentrated in the Tottenham area bringing more vulnerable people into the North of the Borough. It is interesting, but perhaps not surprising, to note that 75% of all temporary accommodation for homeless households is in Tottenham. This will continue for the foreseeable future as Tottenham is where the relatively cheap private rented sector housing is located and the care establishments will not be moving out of the area. By definition the homeless families and single people are vulnerable as the local authority has accepted a duty to rehouse them. Other local authorities are also rehousing their homeless families in the Private Rented Sector in Tottenham taking advantage of the relatively cheap rent levels. It is quite likely that many of these families in temporary accommodation are not registered with a GP but they should be registered given their vulnerability and the fact that most of them will have young children.

In the near future demands on GP services will increase not only as a consequence of demographic change but also as the result of a shift of services from secondary care into the community and the increasing role of GPs as case workers. The Better Care Fund with its emphasis on integrating services in the community and the drive to move the treatments of long term conditions from hospitals into self-management and primary care will make additional demands on our GP services.

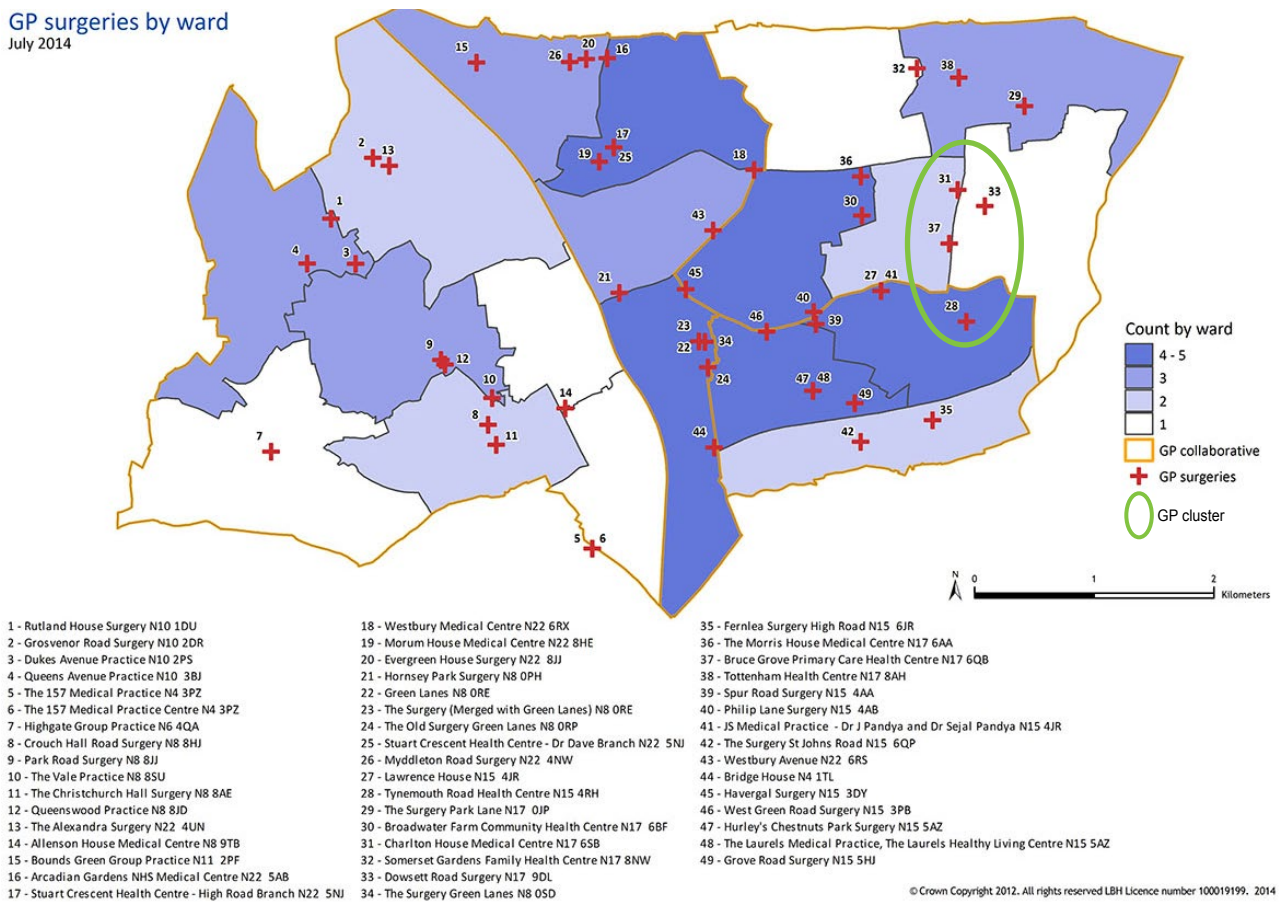


Access to GP services

Context

The map below illustrates the location of GP practices in Haringey. It is immediately apparent that Tottenham Hale and the surrounding wards have relatively few practices located there. The GP “cluster” refers to those practices where most residents in Tottenham Hale are registered. There is only one GP practice in the Tottenham Hale ward, Dowsett Road, which is a relatively small practice with a patient list of 2,700. The largest practices in the North East collaborative are Somerset Gardens (12,000 registered patients), Morris House (11,800 registered patients), Bruce Grove (8,700 registered patients) and Tynemouth Medical Practice (8,500 registered patients); but as noted in the NHS Patient Survey it is difficult to get an appointment at any of these practices - see Table 2 and Appendix 3.

GP surgeries by ward
July 2014



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Table 5 compares the number of registered patients in the four GP collaborative areas with the population in those areas as a measure of local accessibility. It is clear that in the North East area the population far exceeds the number of registered patients which indicates that the capacity of GP services in this area is inadequate to meet the needs of the local population. There are two potential implications for the residents of this shortfall; one is that some residents in the North East area may be registered with a GP outside the area and the other is that many of those in the North East area may not be registered with any GP, which was evidenced in the Street Survey of young mothers where 20% were not registered. In all the other three collaboratives the number of registered patients exceeds the population in the area. A more detailed analysis by ward is included in appendix 5.

Table 5 Population and registered patients by collaborative			
Collaborative	Population	Reg Patients	Patient/Population %
North East	74,556	63,071	85
South East	32,328	57,920	179
Central	58,069	74,969	129
West	85,885	89,578	104

Appointments

The measure of access we have used in this report is the number of appointment slots offered by each GP practice in the Borough. This is a more accurate indicator than using the number of GPs as a surrogate measure as it is difficult to translate part-time GPs and occasional locums into an full-time equivalent. The number of appointments can be set against the number of registered patients in each GP practice and compared to Carr Hill benchmark formula. We also collected data on the number of nurse appointments which are included with the GP appointments in some of the tables on the following pages.



Table 6 GP appointments in Tottenham Hale area benchmark (72 / '000 per week)

GP "Cluster"	Actual	Benchmark	Shortfall	% Shortfall
Tynemouth Rd Charlton Hs Bruce Grove Dowsett Rd	1,670	1,907	-237	-12
Weighted 10%	1,670	2,097	-427	-20

Table 6 above shows that in the GP practices (GP "Cluster") serving residents in Tottenham Hale there is a very substantial shortfall of 237 (-12%) appointments per week from what the Carr Hill formula would suggest is the right number to meet the needs of the patients registered with these four practices. As noted earlier, it would be reasonable to apply a weighting of at least 10% to the demand for appointments (number and / or length) to reflect the additional demands of a relatively vulnerable and deprived population. Applying a weighting to the benchmark increases the shortfall of weekly appointments to 427 (-20%) which is probably a more realistic estimate of the deficit.

A shortfall of 427 appointments per week would require an additional 3-4 GPs working in the Tottenham Hale "cluster" area to provide the level of service that could reasonably be expected. Table 7 below illustrates the actual versus benchmark for GP + Nurse appointments added together. Table 7 suggests that when nurse appointments are added to GP appointments and we apply a benchmark of 100 appointments per '000 per week there is an even greater shortfall - adding nurse appointments does not compensate for the shortfall.

Table 7 GP + Nurse appointments against benchmark (100/'000 per week)

GP "Cluster"	Actual	Benchmark	Shortfall
Tynemouth Medical Practice Charlton Houses Bruce Grove Dowsett Road	2,230	2,649	-419
Weighted 10%	2,230	2,914	-684



The relative position in the four collaborative areas is shown in Tables 8 and 9 below, and highlights some marked differences between the areas.

Table 8 GP appointments against benchmark / week (72 / '000 per week)				
GP "Cluster"	Actual	Benchmark	Shortfall	% Shortfall
North East	3650	4541 [4995]	-891 [-1345]	-20 [-27]
South East	4105	4170 [4587]	-65 [-482]	-1.5 [10]
Central	5151	5397	-246	-4
West	6280	6450	-170	-3
Haringey wide*	19186	20558	-1372 [-2243]	-6 [-11]

[Weighted 10%] * weighting only applied to the North East and South East.

Table 9 GP + Nurse appointments against benchmark / week (100/ '000 per week)			
Collaborative	Actual	Benchmark	Difference
North east	4978	6307	-1329
South east	5634	5792	-158
Central	7087	7497	-410
West	7570	8958	-1388
Haringey wide	25269	28554	-3285

It is clear from Table 8 that the North East collaborative area has a substantial shortfall of GP appointments per week of 900 and 1,345 if you apply a deprivation weighting of 10%. This is a very significant shortfall of over 1,000 appointments per week, at least 20% (27% weighted) less than could reasonably be expected or over 50,000 appointments each year. The relatively positive score for the South East collaborative is because one medium / large GP practice in the area is exceeding the benchmark level by providing 101 appointments per thousand registered patients per week which compares favourably with the Camden GP practices.



Table 8 also shows the Borough wide position which suggests that there is a significant under provision of appointments in Haringey as a whole. The overall figure for the Borough, against the benchmark of 72, stands at 67.2 per '000 patients per week. This represents a shortfall of 1,372 appointments per week, or over 70,000 each year, from the benchmark figure. If one includes the weighted figures for the North East and South East collaborative areas Haringey's Borough wide shortfall rises to -2,243 appointments per week; 116,000 GP appointments unavailable for Haringey patients per year.

In contrast, a recent study by the CCG in Camden (2014), another North London Borough, showed that Camden has 93.4 GP appointments per '000 patients per week. This is a very substantial difference in the number of appointments equivalent to an additional 7,740 appointments per week in Haringey, or 390,000 each year. Even with this level of appointments Camden reports a relatively high level of dissatisfaction with GP access from residents in the Borough.

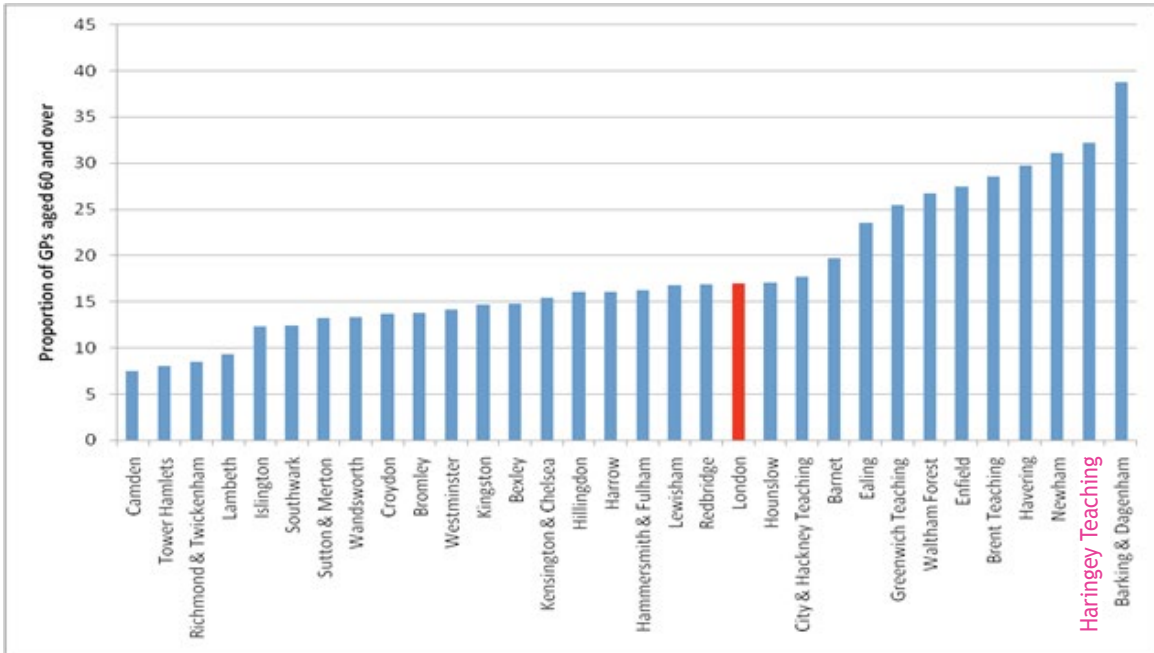
It is interesting to note that only six of the Haringey GP practices achieve, or exceed, the Camden ratio of 93.4, with five of them being small practices with less than 3000 registered patients. The information below relating to the age of GPs may have some bearing on the comparative positions.

Workforce Issues

Access to GP services now is clearly a serious issue but in the near future it may get even worse as the number of GPs reduces as a consequence of retirements. The NHS Information Centre, Workforce section 2001-11, shows that 32% of Haringey GPs were 60+ years of age, the second highest in London where the average is 16%. In the context of the discussion above it is interesting to note that Camden only had 7.5% of GPs over 60 years of age. Any strategy to deal with the current GP access issues must take account of GP retirements and provide a robust infrastructure framework for delivering "fit for purpose" primary care services in Haringey for the foreseeable future.



Table 10 Proportion of GPs aged 60 and over, London PCTs, 2011



Data source: NHS Information Centre, Workforce section, www.ic.nhs.uk/statistics-and-data-collections/workforce/nhs-staff-numbers/nhs-staff-2001--2011-general-practice



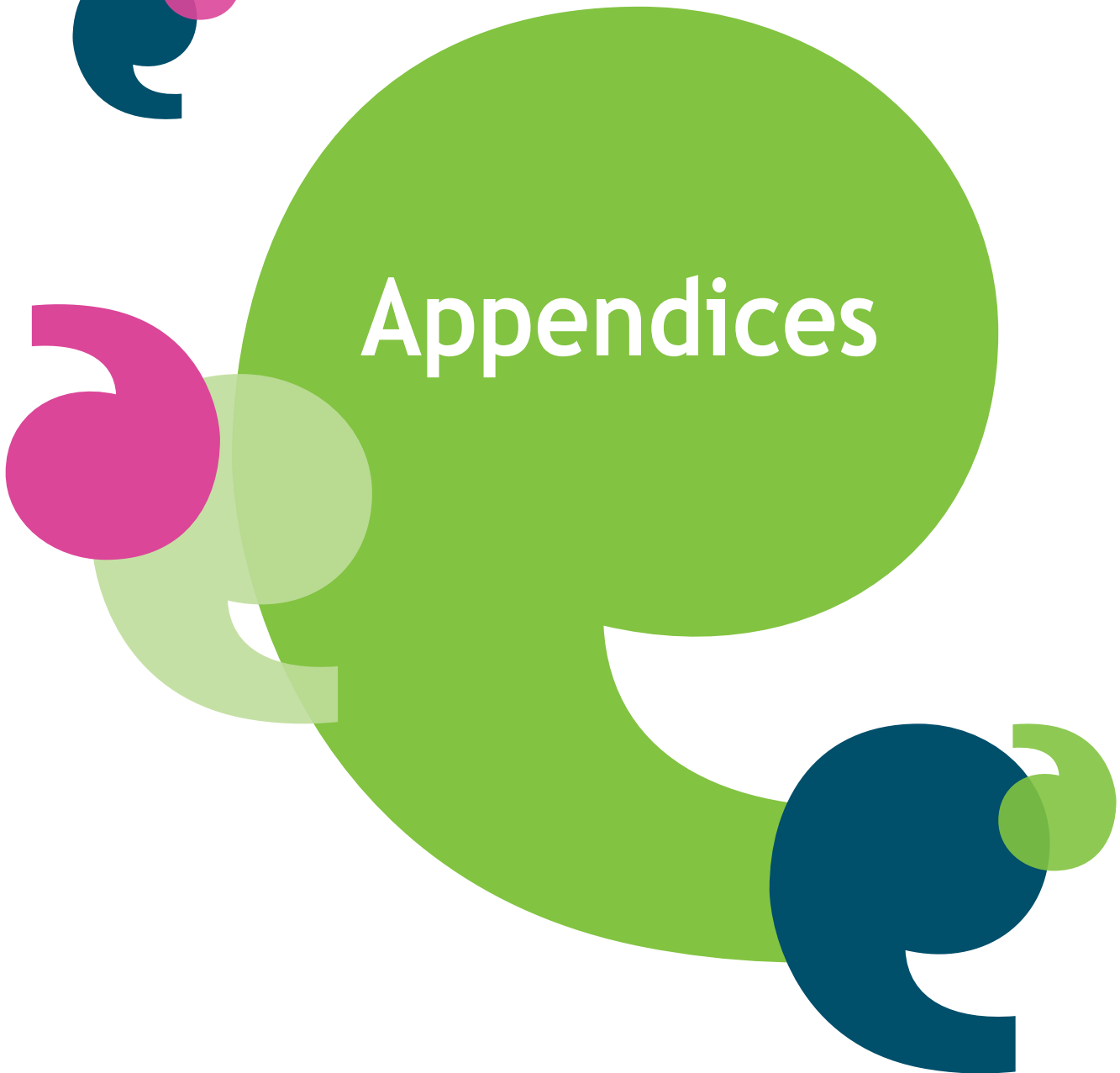
Conclusion

All the evidence, both qualitative and quantitative, that we have described in this report confirms that residents in Tottenham Hale have serious difficulty accessing local GP services. This is within the context of poor GP access in the wider North East collaborative area. The anecdotal evidence, in the form of complaints about GP services in the area received by Healthwatch Haringey, is corroborated by the systematic evidence presented in this report.

These access issues, and related issues of service quality, need to be addressed urgently as lack of fit for purpose primary care services for residents in the North and East of Haringey threatens to undermine all the objectives for Health and Wellbeing in the Borough, as well as creating fear and concern amongst patients. In our view this situation is on the verge of presenting a crisis of patient safety for individual patients and another for services providing unscheduled or out of hours care.

Furthermore, a whole series of nationally driven policy reforms now place GPs as the gatekeeper to a wider range of services in the community than ever before. The fact that substantial numbers of residents are unable to gain access to their GP services, as demonstrated by Healthwatch Haringey's research, ought to be a wake-up call to NHS England, and the issue taken up with the utmost urgency by both the local authority and by the Haringey Clinical Commissioning Group.

Concern must also be expressed about the cumulative effect of denial of access in an area to already have challenging health status. This may become apparent in subsequent years in respect of conditions which are most responsive to early diagnosis and intervention. Healthwatch Haringey believes that action should be taken to avert such likely consequences.





What do you consider good about Tynemouth Road Medical Practice?

#	Responses	Date
1	The GP's are very good and professional.	8/1/2014 2:28 AM
2	very efficient in the organisation	7/29/2014 6:28 AM
3	Choice of varied GPs.	7/21/2014 6:58 AM
4	Text reminders. Online appointment booking. Nice building.	7/21/2014 6:56 AM
5	Doctors, localisation, building, reception, online services, sms reminders	7/10/2014 11:35 PM
6	It is close to my house and the surgery is in good conditions	7/10/2014 11:38 AM
7	Nothing	7/2/2014 5:40 AM
8	Local. Spacious waiting area. Flu vaccination available every Autumn.	7/2/2014 5:38 AM
9	Anti-Coagulant service	7/2/2014 5:09 AM
10	Not too far away.	7/2/2014 4:31 AM
11	Nothing	7/2/2014 4:09 AM
12	I can see any doctor. I can make appointments online. Doctors will visit if necessary.	7/2/2014 4:00 AM
13	Can often get a next day appointment	7/2/2014 3:53 AM
14	Facilities and environment seem fair.	7/1/2014 3:30 AM
15	Nothing at the moment.	6/24/2014 2:47 PM
16	The staff are friendly, it's a nice, clean building, the health visitor team been great since i had my baby. Appointments generally run to good time	6/20/2014 9:21 AM
17	There are doctors	6/19/2014 3:37 PM
18	Nothing	6/19/2014 10:27 AM
19	Relative proximity to where I live	6/18/2014 2:21 AM
20	Excellent health treatment	6/17/2014 11:42 PM
21	Location	6/17/2014 2:14 PM
22	We would not go anywhere else in the area.I have seen a lot worse in the around here. First impression counts and compared to others surgery it looks like a proper GP surgery. Most of the staff at reception are polite and helpful. Always seeing by doctors for emergency appointments.	6/17/2014 10:58 AM
23	Nice Building	6/17/2014 10:26 AM
24	Ability to get a physiotherapy referral and appointment almost immediately - once I had battled the system to get an appointment with the GP.	6/17/2014 8:47 AM
25	Ability to book gp appointments and request prescriptions online. Generally good experience with gp's	6/17/2014 7:06 AM
26	Professionalism of doctors	6/15/2014 4:20 PM
27	On line booking. On line information. Building is nice and big	6/15/2014 10:55 AM
28	Nothing	6/14/2014 12:48 AM
29	Nothing	6/12/2014 1:33 PM
30	It's close SMS to confirm appt time Have an app to book online	6/6/2014 2:10 PM



31	Nothing stands out. So far the few visits I have been adequate. The one GP I saw was helpful and friendly. They have some evening appointments, which is a priority for me as I work Mon-Fri, 9-5. I was also able to have a phone consultation about a minor health issue. Easily accessible from where I live.	6/4/2014 11:05 AM
32	it is just 10 minytes to get there	6/4/2014 3:48 AM
33	Online appointments. Responsive in emergencies. Polite receptionists. Big reception area. Kind nurse. Some sympathetic GPs.	6/4/2014 12:04 AM
34	It's within 5 minute walking distance, it's clean, and it has health visitor services.	6/3/2014 11:57 PM
35	The Doctors seem very caring and I live quite near the surgery which is good as I have RA and have trouble walking too far.	6/3/2014 4:51 PM
36	Good doctors who are very helpful (when I'm able to get an appointment)	6/3/2014 3:48 PM
37	None	6/3/2014 2:30 PM
38	Facilities available. Ability for online booking	6/3/2014 2:22 PM
39	they are local	6/3/2014 2:05 PM
40	the dr and nurse i have seen have been very good.	6/3/2014 2:00 PM
41	Excellent Dr's	6/3/2014 1:49 PM
42	Good waiting area and not too long a wait in relation to your appointment time.	6/3/2014 12:28 PM
43	nothing	6/3/2014 11:47 AM
44	It is relatively close to my home. It has nurses service. It has some decent doctors.	6/2/2014 12:55 PM



What do you consider bad about Tynemouth Road Medical Practice?

#	Responses	Date
1	Poor communication between reception and patients. Very difficult to get appointments. Slow and unhelpful when rectifying issues. Do not respond to complaints. No one deputising when surgery manager is away.	8/1/2014 2:28 AM
2	trying to get appointments to see a doctor online. Good when you are the first one online, but difficult after that.	7/29/2014 6:28 AM
3	Hard to get an appointment. They often lose repeat prescriptions.	7/21/2014 6:58 AM
4	Delays. Not enough appointments. Admin team overloaded.	7/21/2014 6:56 AM
5	Overloaded, too busy, short of staff, bit messy (admin), not enough appointments available for the day, no dentist	7/10/2014 11:35 PM
6	Reception staff is very rude, they urgently need a customer service training	7/10/2014 11:38 AM
7	Difficult to get an appointment. Some doctors behave in an unprofessional manner. Staff come across as lazy.	7/2/2014 5:40 AM
8	Very difficult to get an appointment with you own GP. Telephone line for bookings is constantly engaged and if you do get through there are no appointments left. Online booking is the best option but requires many attempts as it's unreliable. Waiting outside the surgery from 8am does not guarantee an appointment.	7/2/2014 5:38 AM
9	Unable to get an appointment and GPs not available to talk to.	7/2/2014 5:09 AM
10	Hard to get an appointment. Unless you are able to book online it is hard to get an appointment. When you do call if your appointment is not urgent then it is hard to get one.	7/2/2014 4:31 AM
11	Takes ages to get an appointment and even harder to get a follow up.	7/2/2014 4:09 AM
12	You can wait a long time when in the surgery. No up to date information. Not enough receptionists.	7/2/2014 4:00 AM
13	Nothing	7/2/2014 3:53 AM
14	Getting appointments is appalling. GPs complain that you've not seen the same doctor for an on-going issue and fail to realise it is impossible to do this with the appointment system provided. Telephone appointment used the wrong number so failed to reach me. Another appointment was booked to attend in person but the GP phoned me in the waiting room and wouldn't see me. It's a shambles. Results from central London hospitals don't seem to reach the surgery when expected, if at all. Management of health matters seem to fall to individual rather than a specific GP so have more consistency of care from a single GP for individuals.	7/1/2014 3:30 AM
15	Can't get appointments not enough doctors available and lots of patients.	6/24/2014 2:47 PM
16	It can be very difficult to get an appointment	6/20/2014 9:21 AM
17	The doctors are incredibly busy and overworked, it's an absolute nightmare trying to get an appointment and every GP surgery in the area seems to say we are out of their catchment area.	6/19/2014 3:37 PM



18	<p>It is impossible to book an appointment. You have to call early in the morning to book an appointment for that day (of which there are only a couple of appointments available). When that didn't work, I was told I could do it online. But I had to go to Tynemouth to get a password to do it online. When I arrived half an hour before it closed, I was told there were no doctors around! Why are there no doctors around when the surgery is still open? Also, when you have a twisted ankle (like I did) and you need to see a doctor - walking to the GP to get a password, so that I could walk back and find that you have to book online at a very specific time (and can't get an appointment) - isn't very practical. I might as well have booked an appointment for a week later. In the end I gave up and went to A&E. They were much more helpful there and I got seen straight away and had an X-ray. Another time, when I caught Norovirus, I tried to book an emergency house call, but the GP was unable to do that. He actually called me though, which was better than nothing, and when he did call he was actually helpful.</p>	6/19/2014 10:27 AM
19	<p>Very difficult to make appointments, rushed appointments, lack of flexibility, not great admin staff</p>	6/18/2014 2:21 AM
20	<p>Often very difficult to get an appointment</p>	6/17/2014 11:42 PM
21	<p>Very difficult to get an appointment</p>	6/17/2014 2:14 PM
22	<p>The surgery is a bit dated. We always struggle to get an appointment even if we call at 8 am. Have experience bad attitude at reception few times.</p>	6/17/2014 10:58 AM
23	<p>Difficult to get appointments and bad appointments system. You are told to phone at 07.55 for appointments. You finally get to speak to someone at 08.20 and get told there are no appointments left but you can make one for two weeks later. Also try to book on-line (many ill patients cannot get online as they have no computer). Maybe the surgery would like the elderly and infirm to die. The Surgery should pay more attention to patients needs. Too many new patients and not enough rooms for more doctors.</p>	6/17/2014 10:26 AM
24	<p>Enormously difficult to get an appointment to see the doctor - whether as a same-day thing or weeks in advance for routine check-ups and repeat prescriptions. I've given up on going to the surgery for repeats and have Boots do it all for me - it was that frustrating.</p>	6/17/2014 8:47 AM
25	<p>Would be better if could book appointments for regular asthma and contraception reviews online as well as can never get through on the phone. Lack of advance booking appointments.</p>	6/17/2014 7:06 AM
26	<p>Can't always see the same doctor from one visit to the next so breaking continuity. Trying to get appointments is nigh impossible online.</p>	6/15/2014 4:20 PM
27	<p>Booking system is very bad. You can only book on the day and it has to be on line. If you are more than 10 mins late (After 8) to book on line, all of the appointments are gone and you have to try again the next day. When at the surgery, the automated calling system does not always work. The reception staff are rude and lazy. Even the chemist has complained about or bad the surgery is at renewing prescriptions</p>	6/15/2014 10:55 AM
28	<p>Unfriendly and unhelpful staff Can never get an appointment Can never see the same doctor, doctors always seem to be on leave It doesn't look professional. Very run down and untidy.</p>	6/14/2014 12:48 AM
29	<p>Difficulty with getting an appointment Gp reluctant to refer to a specialist Poor advice No continuity in terms of Doctor appts.</p>	6/12/2014 1:33 PM
30	<p>Getting appointments No car parking allowed even though there is a car park there The way receptionist deal with patients feels rude and and they don't seem to listen or offer any useful information.</p>	6/6/2014 2:10 PM
31	<p>It is difficult to get appointments and the online booking has only ever had one or two appointments available, at times I couldn't do. I have always had to wait at least 20 minutes past the time of my appointment.</p>	6/4/2014 11:05 AM



Appendix 1 Resident Survey - Tynemouth Medical Practice

32	the appointments are always made through online system, which is so slow and does not work properly. Even though, after arranged appointment we need to wait in reception area between 30-60 minutes. The reception staff is rude sometimes and unhelpful.	6/4/2014 3:48 AM
33	Very hard to get appointments. One of the GP partners has a very bad consultation manner. Test results can be hard to get.	6/4/2014 12:04 AM
34	It was difficult to register.	6/3/2014 11:57 PM
35	It's impossible to get an appointment and when you do manage to if you need a follow up appointment you can't see the same Doctor.	6/3/2014 4:51 PM
36	Rude or unhelpful reception staff; only way to get an appointment is to phone up bang on 8am and phone on relegate for around 10 mins to get through. If you don't do this you cannot get an appointment. Once after 3 days of trying unsuccessfully to get an appointment I was advised by the reception staff to go to A&E even though it wasn't appropriate. I have also been given wrong information on several occasions by the staff there who were then unhelpful when I queried it.	6/3/2014 3:48 PM
37	Everything	6/3/2014 2:30 PM
38	Nothing	6/3/2014 2:22 PM
39	Difficulty getting appointments, no consistency of seeing the same Dr's, No access to home visit's	6/3/2014 2:05 PM
40	hardly ever get an appt.	6/3/2014 2:00 PM
41	Zero chance of getting an appointment. I have not been for almost 2 years.	6/3/2014 1:49 PM
42	Very difficult to get an appointment in the surgery. You get told to phone at 8am. When the finally answer at 8.20am all the appointments are gone, and you get told to book online. Fine if you have a computer and understand it. Lots of elderly patients have no access or knowledge. So are left untreated. What a DISCUSTING WAY TO TREAT PEOPLE.	6/3/2014 12:28 PM
43	hard to book appointments and very poor communication with regards to tests, scans...etc	6/3/2014 11:47 AM
44	It is virtually impossible to get an appointment by phone (lines open by 8, at which point line gets busy for 5 minutes, after which there is an automated announcement that all the slots for the day are gone and 'not being able to book an appointment is not an emergency'. if you hold the line you can ask for a walk in appointment, which is sitting for 3 hours and waiting for the doctor to NOT to see you but decide on basis of description given to reception if they should see you. If you are lucky to get in a phone queue for an appointment, waiting time is usually about 30 minutes (at 8:00 am before work), at the end of each there is usually still no appointments. It is possible on rare occasions to get appointments booked on line at arbitrary times, which can be a fortnight from day appointment is made and with arbitrary doctors. Apart from the above, the practice has about 2-3 decent doctors with a couple of appalling practitioners and a revolving door of countless interns, who are not being properly vetted. In addition, exam results tend to get lost and not followed up and there is no continuity of care on ongoing/ chronic issues	6/2/2014 12:55 PM



What would you change about Tynemouth Road Medical Practice?

#	Responses	Date
1	A different system for finding if patients still want to be registered at the practice. At present random letters are sent out which allows for replication within 2months. Maybe keep records of people that haven't attended for 6months then contact them. Also check on receipt of letter via contact numbers if possible	8/1/2014 2:28 AM
2	I would like to get a surgery nearer to Hale village as it is not easy for public transport. A small surgery within the Kidney centre would be an ideal place for local people if some space could be found in that building.	7/29/2014 6:28 AM
3	Rude reception staff.	7/21/2014 6:58 AM
4	More choices for appointments in the online system.	7/21/2014 6:56 AM
5	Better admin organisation, telephoning system, more online services, blood tests not by appointment, better standard of leaflets, patient info, more appointments	7/10/2014 11:35 PM
6	Reception staff	7/10/2014 11:38 AM
7	Better staff. Better GPs.	7/2/2014 5:40 AM
8	Overhaul appointment booking system with appointments up to one month in advance for those who require them. Waiting areas should be accessible from 7.30am so that people don't have to wait outside in the bad weather conditions.	7/2/2014 5:38 AM
9	Guaranteed appointment within 2 day. More GPs available.	7/2/2014 5:09 AM
10	The appointment system.	7/2/2014 4:31 AM
11	A simpler booking system for appointments that ensures patients can be seen without a long wait.	7/2/2014 4:09 AM
12	Have more than one receptionist dealing with patients.	7/2/2014 4:00 AM
13	Nothing	7/2/2014 3:53 AM
14	Appointments must be improved.	7/1/2014 3:30 AM
15	More doctors and more appointments should be made available.	6/24/2014 2:47 PM
16	More appointments - or a system where prescriptions could be issued for non urgent matters such as hay fever. This would avoid taking up too much GP time.	6/20/2014 9:21 AM
17	I'd add 4 or 5 more surgeries	6/19/2014 3:37 PM
18	The system of appointments. There should be more GPs available, especially later in the evening. And there should be a drop-in option. There are absolutely no options for emergency situations when you need to be seen straight away. Even when you say you have Norovirus, you can't get an appointment!	6/19/2014 10:27 AM
19	I would hire more empathetic and compassionate admin staff, I would improve the appointments system and I would urge the doctors to not rush appointments.	6/18/2014 2:21 AM
20	More Dr's appointments throughout the day	6/17/2014 11:42 PM
21	More appointments available and a more efficient way to book one. Even online is very difficult!	6/17/2014 2:14 PM
22	GP surgery needs a more welcome atmosphere. Tottenham Hale is expanding a lot and more GPs are needed to support the high demand.	6/17/2014 10:58 AM
23	Less patients to give more time to the remainder	6/17/2014 10:26 AM



Appendix 1 Resident Survey - Tynemouth Medical Practice

24	Improve reception staff attitudes. I know they have a tough job but they really don't act like they want to help or even be there. Some of them are really chippy. More doctors, longer opening hours, more appointments available.	6/17/2014 8:47 AM
25	Better reception staff Closer to home	6/17/2014 7:06 AM
26	Better appointments system and accessibility.	6/15/2014 4:20 PM
27	Better booking of appointments. better announcing of patients. More interaction at reception. Less people, as reception always seems to be swamped with people. More appointments after 5	6/15/2014 10:55 AM
28	I am looking for another GP surgery.	6/14/2014 12:48 AM
29	Adress above concerns	6/12/2014 1:33 PM
30	I don't know if you can change attitude of people Allow patients to park in the car park as we are there for an appt not for fun. Have walk in clinics Have late night clinics or even weekend clinics having doctors/staff on a shift finishing at maybe 21:00pm	6/6/2014 2:10 PM
31	More GP or nurse practitioners. Increased online appointments, particularly for routine appointments you can book in advance.	6/4/2014 11:05 AM
32	Customer service training is needed as well as time management.	6/4/2014 3:48 AM
33	Offer more appointments. Better communication of test results. To achieve this, they need more funding.	6/4/2014 12:04 AM
34	Nothing as of now.	6/3/2014 11:57 PM
35	The very stupid never heard of before appointment system.	6/3/2014 4:51 PM
36	More appointments, better informed & more polite staff.	6/3/2014 3:48 PM
37	Easy to get appointment and walk in centre	6/3/2014 2:30 PM
38	Longer opening hours	6/3/2014 2:22 PM
39	their appointment booking procedures	6/3/2014 2:05 PM
40	better and clearer appt system on the phone and online. where you can get an appt.	6/3/2014 2:00 PM
41	Provide more Dr's or an alternative surgery.	6/3/2014 1:49 PM
42	More doctors or less patients	6/3/2014 12:28 PM
43	appointment systems and reception staff	6/3/2014 11:47 AM
44	More doctors More experienced doctors Longer opening hours More appointments released on line, with choice which doctor to see Longer nurse hours More specialists in practice Satellite practice on either Ferry Lane or Hale Village (space available on both neighborhoods)	6/2/2014 12:55 PM



Do you have any other comments about Tynemouth Road Medical Practice?

#	Responses	Date
1	Communication needs to improve. When my GP left no one told me.	7/21/2014 6:58 AM
2	The surgery has a bad reputation.	7/21/2014 6:56 AM
3	No	7/2/2014 5:40 AM
4	I was transferred to Tynemouth Medical Practice 10 years ago following the surgery closure at Ferry Lane Estate. I was very pleased with the service to start with but in recent years it has declined due to a over-subscription of patients and lack of GPs. There should be a strict limit on patient numbers. We need a new medical centre in the area to increase GP capacity.	7/2/2014 5:38 AM
5	No	7/2/2014 5:09 AM
6	No	7/2/2014 4:09 AM
7	Local up to date information should be displayed or be available to patients.	7/2/2014 4:00 AM
8	No	7/2/2014 3:53 AM
9	If GP surgery is to be primary delivery of care in a community then much needs to be done.	7/1/2014 3:30 AM
10	There is a dire need of increasing capacity of GP service in Tottenham Hale for thousands of new residents of Hale Village existing GP's are feeling the pressure and just can not keep up with the demand of patients. Appointments are becoming harder and harder to get by the day and as soon as daily appointments made available by GP's at 7:55AM they get taken straight away!!!!	6/24/2014 2:47 PM
11	I am generally very happy with the service, especially the clinics run for parents	6/20/2014 9:21 AM
12	I am probably going to register with another GPs. All in all it is a very frustrating experience being registered with Tynemouth Medical Practice, and it honestly puts me off going to the GP at all. I would rather go through the hassle of queuing up in A&E. It is a stupid system, and it's a complete lottery whether you get an appointment or not. It feels as though you are competing against hundreds of other people for the coveted 2 appointment spots in the morning. You should be able to drop in and queue up. I don't know what the solution is but I am going to register somewhere else.	6/19/2014 10:27 AM
13	The NHS renal unit in Hale Village in my opinion should have been turned into a GP practice. There is too much need among Hale Village residents for convenient and good quality primary care. This was a wrong move on the part of the council.	6/18/2014 2:21 AM
14	We moved to London nearly two years ago to avoid commuting. Unfortunately London does not offer what we used to get outside the city in terms of healthcare service.	6/17/2014 10:58 AM
15	More surgeries are needed in the rapidly expanding area.	6/17/2014 10:26 AM
16	Set up a new practice in the Hale Village development. Tynemouth is way too over subscribed and couldn't cope with the number of patients it had two years ago, well before people started moving in to Hale Village. Now people have started moving in - and many more will move in the coming years - Tynemouth is beyond a joke.	6/17/2014 8:47 AM
17	There is not enough practices in the area. As a result I am confined to an surgery where the service is bad. I have heard that the others in the area are the same so that is why I have not changed	6/15/2014 10:55 AM
18	No	6/14/2014 12:48 AM
19	None	6/12/2014 1:33 PM
20	There are more patients than appt slots available therefore you need to extend the time for patients to get an opportunity see a GP. Although you have APPs for smart phones it is like playing faster finger first and I can seldom get appt.	6/6/2014 2:10 PM



Appendix 1 Resident Survey - Tynemouth Medical Practice

21	So far my experience has been reasonably OK, but I have not had to visit for at least nine months. With more people moving onto Hale Village, the existing service will become more stretched and less accessible. I would also like to see a satellite or drop-in service on Ferry Lane estate or Hale Village, for non-urgent issues, with some early evening appointments. Perhaps some health-specific monthly sessions, eg family planning, asthma clinics, including weekend day some months.	6/4/2014 11:05 AM
22	It would be great having GP surgery close by our place with nice and professional staff.	6/4/2014 3:48 AM
23	I would like to see a GP surgery in Hale Village.	6/4/2014 12:04 AM
24	Was previously registered at Bruce Grove because Tynemouth did not accept Hale Village. Bruce Grove was filthy, rude, and should be evaluated on all levels. People should not have to endure that horrible place just because they live in a poorer area.	6/3/2014 11:57 PM
25	I would love if a surgery could be in Hale Village there are more homes to be built here and tynemouth have closed their books.	6/3/2014 4:51 PM
26	I made a formal written complaint around 12 months ago on the above issues to the practice manager as per the NHS guidelines on how to register a complaint. I have never received any response.	6/3/2014 3:48 PM
27	It takes 1 month to get appointment so annoying my baby vaccines was 4 weeks late	6/3/2014 2:30 PM
28	No	6/3/2014 2:22 PM
29	The practice just can't seem to cope with the volume of patients it has	6/3/2014 2:05 PM
30	The centre is constantly taking on more patients every day but cannot give a decent service to their current patients The practice used to be VERY GOOD some 5 years ago but has deteriorated very much.	6/3/2014 12:28 PM
31	Ferry Lane, Hale Village and Bream Close don't have any GP practice close to them despite about 5,000 residents between them. There is an urgent need for a stand alone or satellite GP surgery on Ferry Lane of Hale Village sites, to alleviate the pressure on existing GP practices in the wider area near the estate and to make it easier for the large number of elderly and infirm residents, particularly on Ferry Lane estate.	6/2/2014 12:55 PM



If you are not registered with a GP Surgery locally please tell us the reasons for this and give us details of the GP you are registered with.

#	Responses	Date
1	Was registered with Tynemouth Medical Practice but their service and attitude were appalling. Couldn't get an appointment in advance, had to call/go on line at exactly 8.00am to get an appointment for that day only. The receptionist were unhelpful, to say the least and there was a lack of 'joined up thinking' overall. Now registered with the West Green Road practise and very happy with the service they provide.	7/10/2014 11:26 AM
2	Lawrence House Surgery	7/2/2014 5:42 AM
3	Laurels Practice	7/2/2014 5:19 AM
4	Laurels Practice	7/2/2014 4:35 AM
5	I am registered with the Bruce Grove Primary Care Clinic, on Tottenham High Rd.	6/21/2014 4:08 AM
6	Gp still in catchment area. Lawrence house	6/21/2014 12:46 AM
7	No good Gp. Near by	6/17/2014 2:01 PM
8	The laurels medical practice because the drs know me for many years	6/12/2014 10:42 AM
9	Evergreen Primary Care Centre 1 Smvthe Close Edmonton N9 0TW I used to live in temporary accommodation of old address - Ec..... Close on 06/06/2014 and not register with a GP in Haringey yet, however will look for a GP to register with in East Haringey area soon as possible.	6/11/2014 8:37 AM
10	I have been flatly refused by every single GP survey within a 3 mile radius of tottenham hale. I am totally at my wits end. I have registered with my parents GP many miles away, where I get superb service. This area desperately needs a health centre and despite or pleas the facility promised to us on Hale Village is now a kidney and dialysis centre. Why we can't have any room on that village for the health needs of literally thousands of residents from that new village and the ferry lane estate as well as other nearby flats, houses and estates is beyond me. This has been going on for far too long.	6/3/2014 2:41 PM
11	There were no places for a new residents and for that reason I couldn't move to local GP. At the time I applied for a flat in the area, we have been promised a new GP in Hale Village, but this is know the Kidney Care Centre instead.	6/3/2014 1:18 PM
12	When I moved onto Ferry lane estate there was a gp surgery. It was closed and never reopened. I was sent to a surgery two bus rides away up the high rd that was like something from the third world. I was so disgusted I signed up using my work address for a gp near my work.	6/3/2014 12:58 PM
13	Quite frankly when I moved to Ferry Lane estate from Crouch End I couldn't find a good GP that would take me and others either didn't sound or look very good. I've kept with my old doctor in Crouch End. They are brilliant but it is not very convenient compared to if I had someone locally. It is a real shame that no one took up the offer of starting a practice in Hale Village. Perhaps now that it is becoming more established an offer to set one up should be re-tendered?	6/3/2014 11:39 AM
14	Tynemouth Road refused to take me. This was a number of year ago. I am registered with Somerset Gardens.	6/3/2014 11:35 AM



Together North London Resident Consultation

[Oct 2013 To Jan 2014]

Methodology

Street survey in North East Haringey of 186 mothers with young children selected at random. The interviews identified some serious causes for concern including three mothers who had unregistered births.

GP issues

**Do you have any problems using any services?
If you do, please tell us why this is.**

- Insufficient hours at the GP due to early closures.
- Too long to wait at GP - not always sympathetic.
- Problems most of the time getting through to make a doctor's appointment.
- More doctors [needed] at the surgery.
- Wait a long time for appointment.
- GP appointment too far ahead.
- Latin American Women's Rights Service gave me the information about health visitor and post natal services which I hadn't received at my GP.
- Confusion about the vaccination scheme. My baby had a second dose for vaccination due in September and it hasn't happened yet. We have the vaccination book we brought from Spain and our GP insists that we cannot get the red book you use here. I think it doesn't help as we families are lost about the whole thing.
- Finding it very difficult to access a GP. Very hard to see a GP and book an appointment. Accident and Emergency I had to wait 4 hours to see a doctor.
- GP busy, sometimes hard to get an appointment and can only ask one question.



How do you think services in Haringey aimed to support babies and their families can be improved?

- GPs - more available.
- GP services - to have easier access to see GP and Accident and Emergency (waiting times too long).

Key stats / points from the street surveys

- 19.8% were not registered with a GP.
- 48% were single.
- 3 parents had not registered their baby.
- one of these had no support and gave birth to a disabled baby on her own at home.
- Many people said they only had PAYG and could not afford to call the GP due to long waiting times getting through to automated services.
- Services were not joined up and were delivered in different localities, making it difficult for people to access them, particularly where travel costs were involved.
- Services are not accessible to working parents.
- Migrant communities may not trust the NHS brand or see their GP as an immigration officer.



Appendix 3 NHS Patient Survey 2014 Accessibility

NHS Patient Survey 2014 Accessibility (% in cells)							
GP	Unable to get app	Phone			Appointments		
		Easy	Not easy	Net	Good	Poor	Net
Lawrence House Surgery	13	67	25	42	87	5	82
Morum House Medical Centre	28	39	53	14	46	35	9
Tynemouth Road Medical Practice	41	23	76	53	44	39	5
Highgate Group Practice	8	81	16	65	76	8	68
Charlton House Medical Centre	23	43	51	8	60	32	28
Morris House Group Practice	23	39	61	22	48	40	8
Park Road Surgery	4	80	19	61	78	7	71
Bruce Grove Primary Health Care Centre	20	68	26	42	67	19	58
Somerset Gardens Family Health Centre	31	42	64	22	41	39	2
Westbury Avenue Surgery (Patel)	12	81	9	72	74	12	62
Arcadian Gardens Surgery	16	87	12	75	73	8	65
Queens Avenue Practice	4	91	10	81	85	6	79
Turnpike Lane (Obineche)	15	65	27	38	70	15	55



NHS Patient Survey 2014 Accessibility (% in cells)							
GP	Unable to get app	Phone			Appointments		
		Easy	Not easy	Net	Good	Poor	Net
Philip Lane Surgery (Siva)	6	87	6	81	88	1	87
Spur Road Surgery	15	91	6	85	89	0	89
St John's Surgery	10	75	26	49	75	13	62
Havergal Surgery	10	58	40	18	59	15	44
Christchurch Hall Surgery	8	85	4	81	78	5	73
Duke's Avenue Practice	8	79	17	62	75	11	64
Stuart Crescent Health Centre	2	81	14	67	82	11	71
Stuart Crescent Health Centre	11	69	26	43	71	9	62
Bounds Green Group Practice	11	77	21	56	72	9	63
The 157 Medical Practice (Ramnani)	22	69	24	45	63	15	48
Crouch Hall Road Surgery	8	94	5	89	83	6	77
Fernlea Surgery	13	79	13	66	74	15	59
Tottenham Health Centre	9	74	24	50	73	7	64
Grove Road Surgery	12	71	23	48	65	14	51
Dowsett Road Surgery	14	63	32	31	68	12	56



Appendix 3 NHS Patient Survey 2014 Accessibility

NHS Patient Survey 2014 Accessibility (% in cells)							
GP	Unable to get app	Phone			Appointments		
		Easy	Not easy	Net	Good	Poor	Net
Green Lanes (Ansari)	16	–	–	–	–	–	–
Evergreen House Surgery	5	82	14	68	84	3	79
Westbury Avenue Surgery	23	44	52	8	61	18	43
Myddleton Road Surgery	10	80	14	66	76	9	67
Green Lanes (Sampson)	–	–	–	–	–	–	–
Grosvenor Road Surgery	Zero	87	13	74	88	3	85
Park Lane Surgery	7	76	19	57	80	10	70
West Green Road Surgery	7	73	8	65	80	8	72
The Alexandra Surgery	4	75	21	54	70	13	57
Allenson House Medical Centre	2	96	1	95	96	1	95
The 157 Medical Practice (Nubi)	18	80	16	64	70	16	54
Rutland House Surgery	14	74	18	56	67	15	52
The Old Surgery	8	77	10	67	70	16	54
Broadwater Farm Health Centre	4	94	5	89	96	2	94



NHS Patient Survey 2014 Accessibility (% in cells)							
GP	Unable to get app	Phone			Appointments		
		Easy	Not easy	Net	Good	Poor	Net
Js Medical Practice	13	71	20	51	67	14	53
Green Lanes (Raja)	3	90	7	83	81	5	76
The Vale Practice	9	52	6	46	85	4	81
The Laurels Medical Practice	23	45	45	Zero	56	22	34
Queenswood Medical Practice	12	82	14	68	84	7	77
The Bridge House Surgery	24	28	59	31	38	32	6
The Chestnuts Park Surgery	28	39	58	19	44	36	8

 Negative Net Value

 Exceeds English Average

England Average Could Not Get An Appointment: 11%, London Average: 14%

England Average Telephone Access: 49%

England Average Ease Of Appointments: 64%

NB: Tynemouth Medical Practice rating for not getting an appointment in the worst 10 GP practices In England

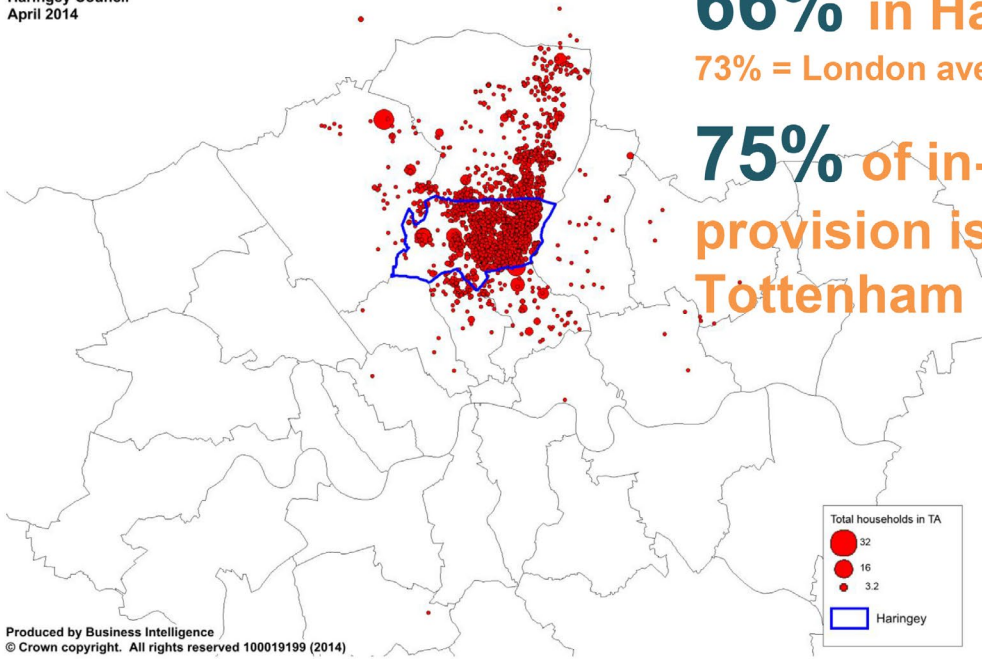


Temporary accommodation

1

HaringeyStat

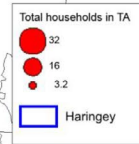
Total households in Temporary Accommodation (TA)
Haringey Council
April 2014



66% in Haringey

73% = London average

75% of in-borough
provision is in
Tottenham



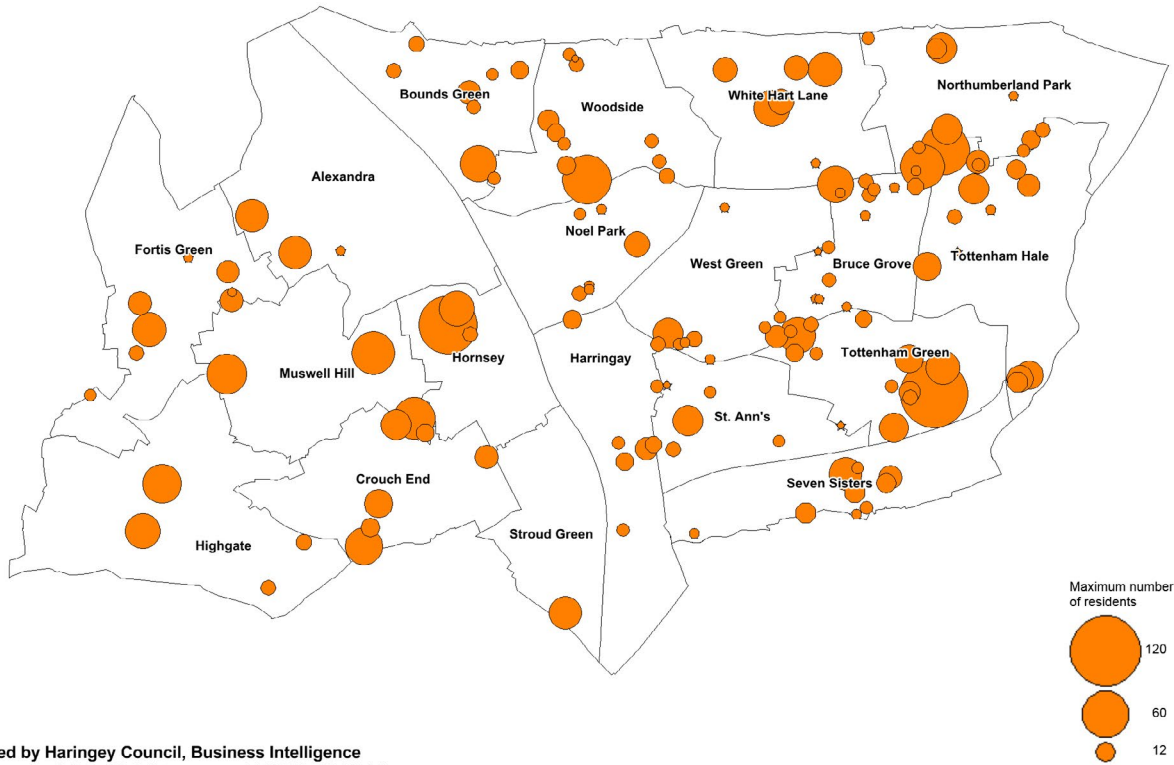
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Total Adult Social Care Placements

Including residential, supported, sheltered and good neighbour



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Appendix 5 Haringey Ward Population and Registered Patients 2014

Haringey ward population x registered patients 2014			
Ward	Population	Reg Patients	Pat/Pop %
Alexandra	12009	6468	53
Bounds Green	14311	22184	155
Bruce Grove	14935	15279	102
Crouch End	12719	12962	102
Fortis Green	12918	21470	166
Harringay	13952	14348	102
Highgate	12034	14834	123
Hornsey	13025		zero
Muswell Hill	11030	28840	261
Noel Park	14574	12062	82
Northumberland Park	15011	6801	45
St Ann's	15820	24328	153
Seven Sisters	16508	8726	53
Stroud Green	12150	4704	39
Tottenham Green	15636	17661	113
Tottenham Hale	16828	2736	16
West Green	13919	26034	187
White Hart Lane	13863	12221	88
Woodside	15232	25484	167

Population: GLA Estimates SLA (2013)

Registered Patients: HSCIC April 2014

 Population number exceeds number of registered patients





Friends of Healthwatch Haringey

Everyone who uses local health and social care services or cares for someone using these services can get involved. Friends of Healthwatch Haringey receive news and information via email and are regularly asked for feedback on the planning and development of local health and social care services. Local organisations can also become friends of Healthwatch Haringey.

If you are interested please get in touch using the contact information on the back page.



 **contact**
us 



Telephone: 020 8888 0579



Email: info@healthwatchharingey.org.uk



Visit us: www.healthwatchharingey.org.uk



Follow us: @HWHaringey



Write to us:
Freepost RTGS-ZLBB-TGTG
Healthwatch Haringey
14 Turnpike Lane
London
N8 0PT