

Better Local Healthcare Campaign

Memorandum to Haringey Council Overview and Scrutiny Committee September 2007

Absence of concrete plans

There is no detailed information publicly available regarding precisely which services will be offered at Hornsey Central Health Centre.

The current consultation document – *Developing World Class Primary Care in Haringey* – does not contain specific details on what services are intended to be provided on the Hornsey site. Instead the document sets out a series of aspirational objectives as to the kind of activities and opening hours that could be available at a super health centre. It does not say which services will be provided.

In August 2007, the Chief Executive could not say definitively what additional services will be provided there. The PCT is apparently working with local GPs to design the new services and care pathways for West Haringey. But there is no information as to which GPs are involved nor whether their patients will be consulted and involved as well in the process.

In the absence of such crucial information, it is impossible to see how the PCT can carry out a meaningful public consultation. The PCT's plans appear to depend on what GPs and the local authority will offer.

Key questions:

- What services will definitely be provided at Hornsey Central Health Centre?
- How will the proposed provision of services, including centralisation, be an improvement on the current situation?
- Which services will be NHS-provided and which services will be offered by private providers, such as diagnostic facilities?
- Which services will be available permanently at the site and which will be provided by mobile visiting facilities?
- What is the evidence base and how does this relate to the PCT's plans for the site?
- Has a detailed impact assessment been carried out on the implications of the plans, for instance, the implications for people with limited mobility of having to travel further for GP and other primary care services, and the environmental effects of centralisation of services on transport; or the implications for local pharmacies of a pharmacy being located at the site?
- Which local pharmacies have been consulted about the plans for a pharmacy on the site; what has been their reaction; is it likely that a

local pharmacy will re-locate there; will Assura Group's pharmacy division provide the pharmacy?

Absence of proper consultation strategy

The PCT does not appear to have a clear and detailed consultation strategy. The current consultation document lacks detail; it is not written in an accessible and easily understandable form; and the questions are too broad. No options are offered for consideration.

Proper consultation depends on meaningful information being provided in an easily accessible form as early as possible in a decision-making process. A few meetings have been held which have ostensibly included discussion of the document but in reality these have been woefully inadequate. Little concrete information has been provided to inform discussion.

The PCT does not appear to have any strategy to engage with local people in a systematic way. The current consultation exercise is fundamentally flawed, excluding, and discriminatory. For instance, patients of local GPs should be consulted, and efforts should be made to reach older people and disabled people who may not be able to go to public meetings. Documents should be made available in a range of languages and in a variety of formats including large print and tape.

The Cabinet Office's Code of Practice on consultation for government departments sets out six consultation criteria:

1. Consult widely throughout the process, allowing a minimum of 12 weeks for written consultation at least once.
2. Be clear about what your proposals are, who may be affected, what questions are being asked, and the timescale.
3. Ensure your consultation is clear, concise and widely accessible.
4. Give feedback regarding the responses received and how the consultation process influenced policy.
5. Monitor your department's effectiveness at consultation.
6. Ensure your consultation follows better regulation best practice.

The PCT's proposals are not clear, concise nor widely accessible. Nor is it clear what the proposals are or who may be affected. The PCT singularly fails to communicate or give proper feedback.

Key questions:

- Does the PCT have a clear consultation strategy; if so, what is it?
- Is the PCT intending to consult patients of local GPs who may be affected before making a decision or entering into agreements with GPs to re-locate to Hornsey Central?
- How does the PCT intend to consult older people, disabled people, and people with learning disabilities about its primary care plans?

- Will the PCT make a commitment to carrying out a full consultation with local people on the plans for Hornsey Central before making decisions or entering into agreements or contracts regarding services on the site?
- Will the PCT make consultation proposals available in a range of languages and formats to ensure the information is fully accessible?
- What is the PCT's understanding of meaningful consultation?