

A black and white photograph of a woman and a man. The woman is on the left, smiling and looking towards the camera. She has dark hair and is wearing a dark top. The man is on the right, also smiling, with his head resting on his hand. He has grey hair and is wearing a dark turtleneck. The background is plain white.

Developing World Class Primary Care in Haringey



What needs to change?

Health services do not stand still. They continually change in response to challenges and opportunities such as new diseases, drugs and diagnostic technology. Health professionals work in new ways to make the most of their skills.

For the NHS, and particularly in London, one of the biggest challenges for developing the health service is that the model dating from the 1940s and 50s, of 'small' stand alone, local general practices provides a limited range of health services, often in outdated buildings. This does not enable us to deliver the level, quality and integration of care needed to provide a world-class service.

Haringey is no exception to this. We need to:

- Address differences in access, clinical quality and suitability of premises in primary care
- Improve the integration of community health services
- Meet the needs of the diverse and growing population of Haringey
- Make the most effective use of services and resources.

Some changes have already taken place...

In Haringey our GPs now work within 4 geographical areas, West, Central, South East and North East Haringey. GPs are already developing new services in the community. They are also heavily involved in planning and making decisions about the funding of local hospital services. New kinds of health care professionals such as Community Matrons are in place. Many GPs have developed special interests so their patients can be managed without continual hospital visits. Health and Local Authority services are working together to provide integrated services for children and young people, older adults and vulnerable people.

We have a greater focus on preventing ill health and promoting good health and minimising the need for patients to attend hospital. We are helping people to lead healthier lifestyles through services like our stopping smoking clinics.

What do we want to achieve for patients?

We have developed the following outcome statements. They set out from a patient's point of view what we want to achieve when we talk about developing world-class primary care in Haringey.

- I can register with a local GP practice of my choice – whoever I am and wherever I live in Haringey.
- The care I receive meets my needs and that of my family.
- I can rely on getting the right care whenever I need it and whoever I am.
- I will be given advice, support and screening to keep me well.
- My opinions are clearly heard and taken into account.
- I know what to do when I or my family need urgent care.
- In an emergency I can get care quickly and simply.
- Providing the best care is important to everyone who cares for me.
- I can access (planned) care at a time that suits me.
- In most non-urgent situations I can see a clinician who is familiar with my health history, situation and circumstances.
- If I have a more complex or long-term health need, my care will be agreed and co-ordinated with my clinicians. Care will be provided in a way that is as convenient for me as possible.
- I can book a longer appointment with my doctor or primary care clinician if I need it.
- I have a relationship of mutual respect with my clinicians and care givers.
- I am able to have diagnostic and specialist treatment (for some conditions) in primary care rather than having to visit hospital.

Our vision is of world class, high quality, responsive primary and community services for all Haringey residents. By working in partnership with patients, the public, the local authority and others, these services will contribute fully to improving the health of our population, including reducing inequalities and maximising independence.

Barnet, Enfield and Haringey Primary Care Trusts have been working together to plan safer and stronger health care services for the 3 Boroughs. Our plans are set out in the document *Your health, Your future – better, safer, closer* www.behfuture.nhs.uk. In order to take advantage of the benefits described in the clinical strategy, we will need to make changes to the way we provide primary care services in Haringey. *Developing World Class Primary Care in Haringey* sets out the changes we want to make to primary care and invites your views. The full strategy document is available at www.haringey.nhs.uk/about_us/consultations/index.shtm



What do we need to do?



We have developed a strategy to address the issues of quality, accessibility, equity and integration of services identified above. In developing our strategy we have taken into account what is already known about what patients want from primary care, as well as national strategy and evidence of what works in primary care. We need to ensure that a wider range of services are available in primary care, with better access in terms of opening times, providing real benefits for patients and staff.

To provide these services we plan to reduce the number of primary care premises over time and to create a network of super health centres across Haringey. The super health centres will provide a wider range of services with better facilities and longer opening hours than existing primary care services and will bring some services that are currently provided in hospital closer to people. They will also offer opportunities for innovative joint working with other community services including services provided by the voluntary sector to promote health and tackle inequalities.

The new services in primary care will include:	
Health promotion and traditional health services (GPs, nurses, allied health professionals) working in partnership.	Procedures e.g. endoscopy and minor/day case surgery
Diagnostic facilities	Extended opening for urgent care for minor and moderate cases including facilities for suturing and basic fracture management



- Opportunities to work in closer and more innovative ways across health and social care and with the voluntary/community sector to bring real benefits particularly around addressing inequalities and promoting health. Locating a wider range of services in larger practices brings more care closer to patients
- On-site diagnostic testing is more convenient for GP patients and is necessary to provide better urgent care facilities
- Urgent treatment rooms can also be used to undertake endoscopies and day procedures as there are similar staffing, equipment and product requirements
- Day procedures can be performed closer to home rather than in centralised acute hospitals.

What will a super health centre be like?

A super health centre would offer the following kinds of services and opening hours.

Services	Hours open per day
General practice services	12
Community services	12
Most outpatient appointments (including antenatal/postnatal care)	12
Minor procedures	12
Urgent care	18 - 24
Diagnostics – point of care pathology and radiology	18 - 24
Interactive health information services including healthy living and well-being	18 - 24
Proactive management of long term conditions including mental health	12
Pharmacy	18 - 24

Other health (e.g. dentists, opticians) and social care professionals including services provided through voluntary sector agencies could also be co-located with the services outlined above, as could borough-wide services, such as sexual health.

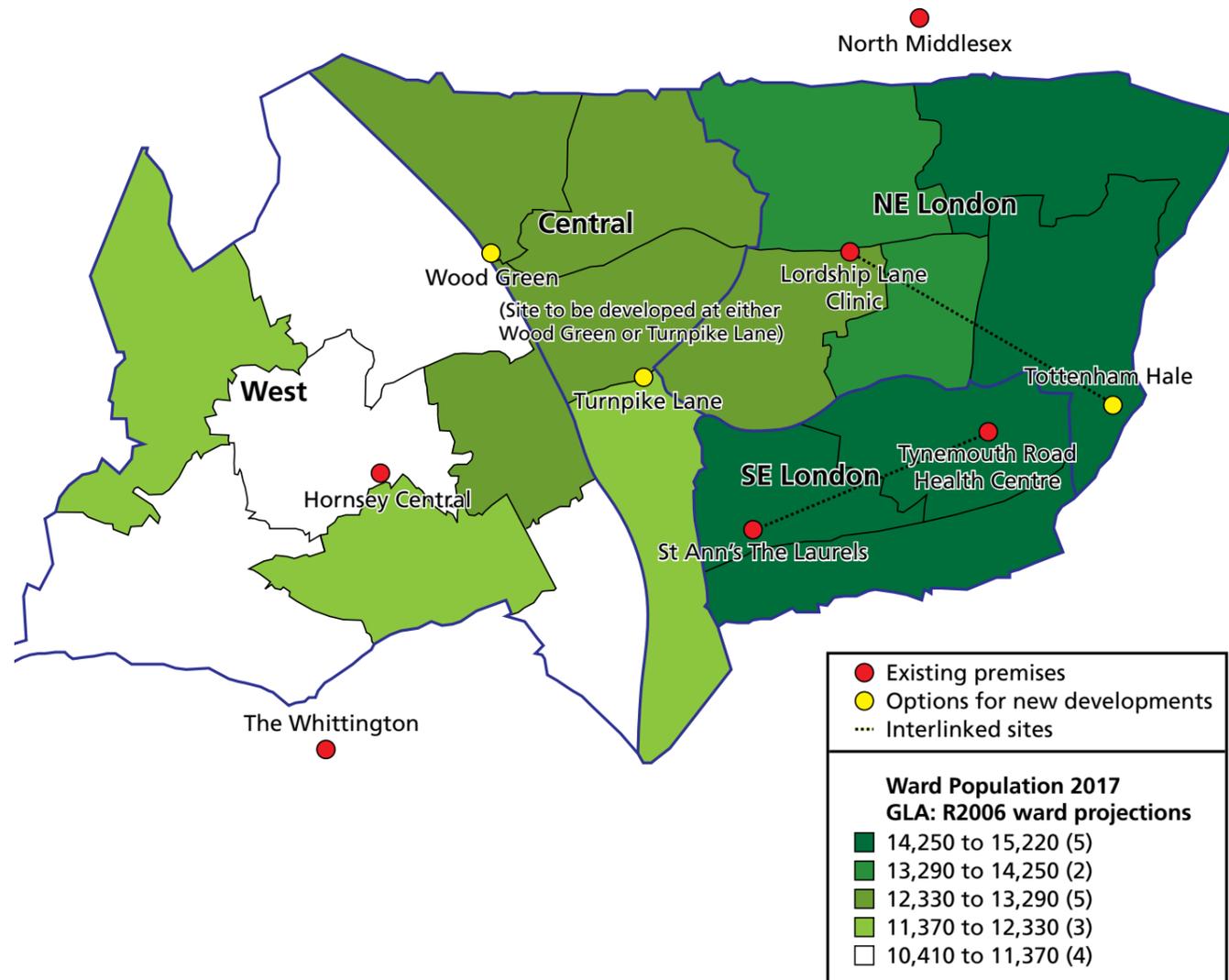
Proposed configuration of super health centres in 5-7 years time

West (N10, N6, N4)	Centre 1	Whittington (serving people from Haringey and Islington)
	Centre 2	Hornsey Central
North East (N17)	Centre 3	North Middlesex (serving Enfield and Haringey)
	Centre 4	Over 2 sites: Lordship Lane & Tottenham Hale
South East (N15)	Centre 5	Over 3 sites: Laurels, St Ann's & Tynemouth Road
Central (N22, N8, N11)	Centre 6	Wood Green or Turnpike Lane

When would this happen and where would they be?

We intend to take a staged approach to establishing these new services, with 6 super health centres planned across Haringey in 10 years time. In 5 years time we would expect to see significant progress made towards establishing these 6 super health centres, supported by a smaller number of other primary care premises.

Map showing options for locations of super health centres



Conclusion

We have set out a picture of large-scale system change to take primary care from its current status into a modernised and sustainable form, which will provide the strong and safe services Haringey needs. We are confident that we will be able to deliver a significant programme of growth over the next 10 years. We are working with the London Borough of Haringey to plan our services in a more integrated way. Overall we feel that our primary care strategy will be a major contribution to creating a healthier Haringey, by providing access to world-class health care and advice when people need it and regardless of where people live in the borough.

Consultation questionnaire

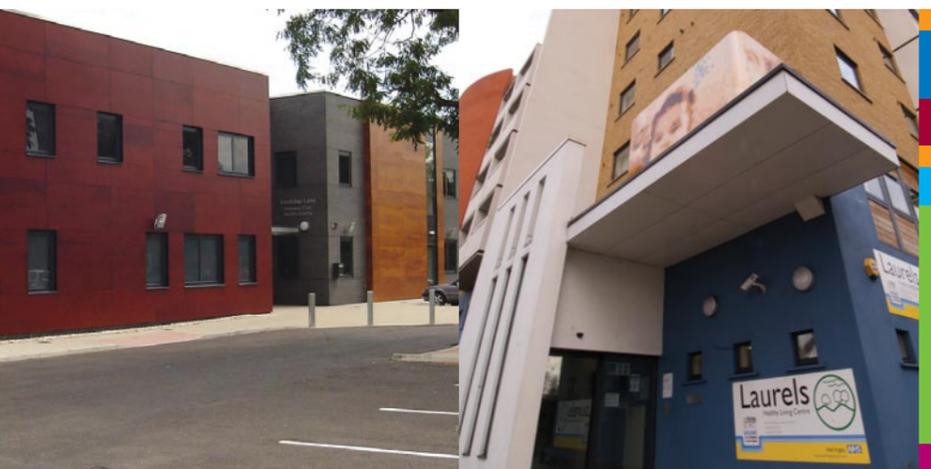
We intend to consult widely on this strategy. We have already drawn on previous consultations and on views of some stakeholders including clinicians during the pre-consultation phase and we will continue to hear more views from the people of Haringey and all our stakeholders including those working in health services. The consultation period is from 28th June to 19th October 2007. This section tells you how you can let us know what you think.

Your views on our vision for primary care

We need your views on the changes we want to make to local health services. There are a number of ways you can have your say.

You can:

- Return the questionnaire and post it to
**Primary Care Strategy
Haringey Teaching PCT
St Ann's Hospital
St Ann's Road
London N15 3TH**
- Or you can download the questionnaire from our website
www.haringey.nhs.uk
- Or ring us on our consultation hotline
020 8442 6859
- Or email us primarycare@haringey.nhs.uk
- Attend one of our public meetings, see overleaf:



Public meetings

Date/Time	Event	Location
5 July		
12.00-17.00	Public Patient Involvement Forum	The Cypriot Community Centre, The Main Hall Earlham Grove, Wood Green London N22 5HJ
21 July		
10.30-13.30	Lordship Lane open day	Lordship Lane Health Centre, 239 Lordship Lane, N17 6AA
23 July		
14:00 - 16:30	Public meeting	The Cypriot Community Centre, The Main Hall Earlham Grove, Wood Green London N22 5HJ
23 July		
19:30 -21.30	Local Area Assembly	Fortismere School, North Wing, Creighton Avenue, London N10 1NS
24 July		
18:00 - 20:30	Public Meeting	The Cypriot Community Centre, The Main Hall Earlham Grove, Wood Green London N22 5HJ
September		
	Other Local Area Assemblies	To be confirmed

See our website for further updates, events and meetings www.haringey.nhs.uk

The changes we want to make

We want to establish 6 super health centres for Haringey, supported by services provided from a smaller number of general practices. These would provide

- General Practice services (e.g. GPs and practice nurse clinics)
- Community health services (e.g. physiotherapy)
- Services currently only available in hospital (e.g. diagnostic testing such as ultrasound and MRI)
- Other services which support healthy living (e.g. keep fit sessions).

They would be open much longer than they are currently (for example 8am to 8pm) and up to 24 hour access would be available for urgent health needs.



Your views

1. Will these changes meet the needs of you and your family?

2. How would these changes affect you and your family?

3. What are your views on where we would like to locate the 6 super health centres?

4. Are there any particular services/facilities you would want to see provided in your local super health centre?

5. How would these changes affect your journey to your GP?

6. Are there any other things you want to tell us about the proposed changes?

7. Would you be interested in joining a patient focus group to develop your local super health centre? Please print your contact details below

please tear off along the dotted line

About you

Please give us the following information to help us understand who has responded to our consultation. All information given will be used in accordance with the Data Protection Act 1998.

1. I am responding as

- A representative of an organization
- An individual

2. Are you a

- Patient
- Carer
- Local resident
- PCT employee
- Other health professional

3. Are you

- Male
- Female

4. What age group are you in?

- Under 16
- 16-25
- 26-35
- 36-45
- 46-55
- 56-65
- 66-75
- Over 76

5. What is your ethnic group?

White

- British
 - Irish
 - Other white background (please state)
-

Mixed

- White and Black Caribbean
 - White and Black African
 - White and Asian
 - Other Mixed background (please state)
-

Asian or Asian British

- Indian
 - Pakistani
 - Bangladeshi
 - Other Asian background (please state)
-

Black or Black British

- Caribbean
 - African
 - Other Black background (please state)
-

Chinese or other ethnic group

- Chinese
 - Other ethnic group (please state)
-

6. How did you find out about these proposals?

7. Your name and address (you do not have to give this information)

8. Your postcode (you do not have to give this information)

9. Your email address (you do not have to give this information)

10. If you want your feedback in this form to be confidential please tick here

11. If you would like to go on our mailing list for future information please tick (make sure you have given us your contact details)

Thank you

Thank you for completing this questionnaire. Your views will help us to decide on the location and type of services we want to develop. We will let you know the outcome of the consultation through our newsletter, which will be sent to everyone responding to our questionnaire, where contact details are provided, once the consultation process has finished.



We would like to take this opportunity to thank you for taking the time to read this document and hope you have found it of interest.

This document is available in a number of other languages and formats (for example Braille, audio or easy to read formats). If you (or someone you know) would like this document in another language or format or if you need the services of an interpreter please contact us. The contact details are set out below.

Albanian

Ky dokument është në dispozicion në një numër gjuhësh dhe formatesh tjera (për shembull Braille, audio apo formate për lexim të lehtë). Nëse ju (apo dikush që ju njihni) doni këtë dokument në një gjuhë apo format tjetër, apo nëse ju duhen shërbime të përkthimit me gojë, ju lutem na kontaktoni. Hollësitë e kontaktit jepen më poshtë.

French

Ce document est disponible dans un nombre d'autres langues et de formats (par exemple le braille, l'audio ou les formats de lecture facile). Si vous (ou quelqu'un que vous connaissez) souhaitez obtenir ce document dans une autre langue ou format ou si vous avez besoin des services d'un interprète, veuillez nous contacter. Vous en trouverez les coordonnées ci-dessous.

Kurdish

Ev dokuman bi gelek zimanên din û bi van formatan peyda dibe: (nivîsên ji bo kesên ku çavên wan nabînin, li ser qasetê an bi formatên ku xwendina wan hêsan e). Heke ku hun an (keseke/î ku hun dizanin) vê dokumanê bi zimanekî din an bi formateke din dixwazin, an jî, heke ku ihtiyaca we bi tercûmanekî heye, ji kerema xwe, bi me re bikevin têkiliyê. Detayên têkiliya bi me re li jêr tîn dayîn.

Somali

Warqaddani waxa la heli karaa iyadoo ku qoran luqado kare oo ku daabacan qaaban kale (tusaale ahaan, cod ama farta loogu talagalay dadka indhaha la,, iyadoo ah cod ama qaabab sahal loo akhriyi karo). Haddii adiga (ama cid aad taqaannaa) ay rabto warqaddan oo ku qoran luqad kale ama ku daabacan qaab kale ama haddii aad rabto adeegga turjubaan kuu afceliya fadlan nala soo xidhiidh. Meesha nalagala soo xidhiidhayaa hoos ayay ku qorantahay.

Turkish

Bu belge çeşitli dil ve formatlarda (örneğin görme engelliler için kabartma yazı-Braille, ses kaseti veya okuması kolay formatlar gibi) mevcuttur. Siz (veya bildiğiniz başka bir kişi) bu belgeyi başka bir dil veya formatta isterseniz veya bir çevirmene ihtiyacınız varsa lütfen bizimle irtibat kurun. İrtibat bilgileri aşağıdadır.

Write to:

Primary Care Strategy
Haringey Teaching PCT
St Ann's Hospital
St Ann's Road
London N15 3TH

Telephone: 020 8442 6859

Email: primarycare@haringey.nhs.uk

Visit: www.haringey.nhs.uk