

Committee Health Scrutiny Panel	Date 25 January 2011	Classification Unrestricted	Report No.	Agenda Item No. 4. 1
Report of: NHS Tower Hamlets		Title: Report on Ocean Estate GP update on the consultation		
Presenting Officers: Bethan George		Ward(s) affected: All		

1. Summary

This report sets out the background and results of the questionnaire undertaken with local residents as part of the changes to the Ocean Estate GP service and discusses how these have been incorporated into the design of the new service.

2. Recommendations

The Health Scrutiny Panel is asked to consider and comment on the information set out in the report.

1. Background to the Harford Street Development

Harford Street is a new community and residential development by East Thames¹ at the junction of Harford Street and Ben Jonson Road, E1 within the Stepney & Whitechapel Network (Local Area Partnership 3). It will include a new Health Centre that will accommodate GP services to be transferred from the adjacent Stepney Health Centre, which is scheduled for closure and demolition in 2011.

The new Harford Street Centre will provide purpose-designed facilities to accommodate core and enhanced GP services, alongside a new dental practice and a new community pharmacy to be procured by the PCT. It will improve the range, capacity, quality and accessibility of services for patients within the St Dunstan's and Stepney Green ward, and on the nearby Limehouse Fields Estate.

The Stepney Green Practice list size is currently around 9,200 and is projected to grow to approximately 12,000 by 2015/16 reflecting expected increases in the local population due to construction of new residential units for the Ocean Estate regeneration. The GP practice once transferred to Harford Street will provide a range of services, including child health surveillance, cervical cytology, contraceptive services, adult and child vaccines and maternity medical services.

The pharmacy will provide the full range of services including provision of NHS treatment for minor ailments, emergency contraception, stop smoking services and blood pressure checks. The pharmacy will have private consulting space enabling the provision of high level pharmacy advice and intervention.

¹ East Thames is a Registered Social Landlord, a registered charity and company limited by guarantee.

The dental service will provide mandatory general dental services and incorporate oral health prevention programmes which focus on healthy lifestyles, such as smoking reduction and healthy nutrition.

A key goal of the services in the centre will be to offer a range of health information services and to encourage healthy lifestyles. Self-help will be encouraged, for example through posters and leaflets and use of information technology in waiting areas to signpost local services. All facilities and information will be designed to meet the needs of a multicultural population.

2. Why did we set out to gather local views about this development?

This development is part of the Improving Health and Well-being Programme. The program has undergone extensive public consultations over the last 2 years. For this specific development the PCT and Local Strategic Partnership were keen to incorporate local views about how services could be improved and the additional services people would like to see offered into the contracts for services to be included in the building.

3. How did we gather local views?

The patient and public engagement for Harford Street consisted of the development of a questionnaire which was available for people to complete in the following ways:

- a) Online through the PCT's website from 27th September to 25th October
- b) With the support of PCT commissioning and public engagement officers and LBTH regeneration officers who completed surveys with local residents at information days held in community settings, LIFRA Hall, Ocean Estate Tenants and Residents' Association and
- c) Via the GP practice, where surveys were available in the waiting room for people to complete, and Bengali speaking Community Engagement worker attended baby clinic and surgery times to promote consultation and support completion of forms. Surveys were also distributed to the local Children's Centre.

4. What did the questionnaire tell us?

Questionnaires were returned by 60 people in total, although not all respondents answered all questions.

a) GP services

Of 54 people who responded to this section of the questionnaire 65% of respondents expressed a desire for extended opening hours. This included people who were unaware that Stepney Health Centre already offer Saturday morning opening. Fifty percent of all respondents indicated that they were aware of the availability of Practice Nurse appointments at Stepney Health Centre, and less respondents were aware of the availability of Healthcare Assistant appointments, repeat dispensing and medication use review. Eighteen percent of respondents indicated that they were aware of the Pharmacy First Scheme.

Respondents were most interested in services for staying healthy, self-care for long term conditions, services for the under 5s and women's health and online booking of appointments.

General comments made were about improving the customer service skills of both administrative staff and clinicians at the practice.

b) Dental Services

Of the 58 people who responded to this section of the questionnaire 79% currently access NHS dental care and 19% were not registered with a dental practice at all (NHS or private). Three quarters of respondents stated they usually attend a Tower Hamlets dentist. Fifty eight percent of people indicated they visit the dentist only when they have a problem with their teeth and 27 respondents indicated they don't go to the dentist because they don't need to. The majority of people indicated their last NHS appointment had been an urgent rather than a routine one. The majority of people indicated that they had last attended an appointment 1-2 years ago.

Sixty eight percent of people who responded to the questions on dental services wanted Saturday and emergency opening, with 36% requesting late evening appointments.

Respondents were most interested in staff being friendly and welcoming, the appearance of the dental practice, and NHS dental practices being co-located with other NHS services.

c) Pharmacy Services

Of the 54 people who responded to this section of the questionnaire 63% visit a pharmacy once a month or more. Most people said they visited the pharmacy to obtain prescription or over the counter medication. 76% were visiting for themselves or on behalf of a child under 16. Ninety six percent of respondents to this section of the questionnaire always or usually use the same pharmacy, largely because it is close to home, they like to speak to the same pharmacist or because it is near to their GP.

Between 30-40% of people were aware of services available through a pharmacy such as stop smoking advice and flu vaccinations, with requests for additional services including contraception and pregnancy support.

Improvements requested were around ensuring the supply of medication, a larger pharmacy and improved customer service skills.

5. How representative was the questionnaire?

A section of the questionnaire requested that people provide details to monitor equal opportunities. Fifty six of the 60 respondents provided information on their gender, (54% male and 45% female). This compares to the GP practice list as of 31st December 2010 which was 51% male and 49% female, i.e. slightly more men than expected from the practice demographics completed the questionnaire.

Fifty eight people provided information on their age (61% 25-54 years). The table below compares the age bands collected via the questionnaire to the practice list demographics.

Age	Questionnaire responses %	Practice List %
>5	0	10
5-15	0	17 (5-14 year olds)
16-24	12	17 (15-24 year olds)
25-34	28	23
35-54	33	22
55-64	17	5
65+	10	7

Fifty four people provided ethnicity information, with 67% of respondents Asian Bangladeshi, 11% White English and 22% Others. Practice level ethnicity data is not available, but overall LAP 3 has an ethnicity breakdown of 68% Asian Bangladeshi and 19% White and 13% Others.

6. What are we doing about it?

a) GP Services

The practice is currently undergoing a Personal Medical Services (PMS) contract review to be completed before the move to Harford Street. The review aims to ensure the contract reflects the needs of the local population through the range of services and the key performance indicators (KPIs) included. The consultation results will be used as part of the negotiations in the review.

The practice already offers some extended opening hours and increased opening hours will be a part of the PMS contract review.

Services for children under 5 and women's health services are currently provided, this will be enhanced through network provision of under 5's immunisation and women's screening. In the lead up to the move we will be working with the practice on an action plan around promoting their services – including opening hours and services available through nursing and health care assistants.

The practice will offer online appointment booking through the EMIS system. The practice already has automated 24/7 booking via the telephone.

The practice is aware of the need for customer service skills improvement. Some training has already completed and the Practice Manager who joined the practice in December is working on how this can be improved both now and in the new health centre.

There will be a touchscreen set up in the waiting room of Harford Street, which can include questions about the quality and range of services.

The touchscreens provide real time data at the point of service delivery that can then be used to make alterations to services and highlight areas of excellence and areas for development.

a) Dental Services

We are implementing a Personal Dental Services (PDS) Plus contract in Harford St. The issues highlighted in the questionnaire have been incorporated into the service specification and procurement of the service will therefore address each of these through contractual performance and KPIs. One of the KPIs will be monitoring the number of unique patients attending the service in previous 24 months.

The potential provider is also required to demonstrate at the tendering stage how they will engage with the local population and what steps they will regularly undertake to ensure that their service is accessible to NHS patients. A specific response is requested from the bidders on how patients will be involved in the design of services. Bidders are required to describe how they will identify local hard-to-reach groups and ensure equity of access and includes the process they will undertake in identifying patients who do not routinely access dental services. They are also asked how they will encourage hard to reach groups to participate in oral health promotion and disease prevention activities, and indicate of how the dental services will contribute to overcoming local oral health inequalities.

The potential provider will be expected to maintain an ongoing professional relationship with their patients by drawing up a comprehensive treatment plan for each patient. It is hoped this will help to prevent patients only attending for dental treatment when they are in pain. The dental provider will also be expected to adhere to an effective care pathway for patients who require more specialist dental intervention.

Extended opening is also incorporated into the contract. The service will regularly be monitored through the mid year and annual review process with particular emphasis on patients' access, experience and quality of dental care provided.

b) Pharmacy Services

Similarly to dental services, the findings of the questionnaire were incorporated with the Pharmaceutical Needs Assessment (PNA) and other local intelligence into the specification for the Local Pharmaceutical Services (LPS) contract.

The contract and the procurement process will be used to secure services such as emergency contraception and pharmaceutical support for long term conditions for the Harford St site. The contract will also ensure adequate opening hours and include KPIs to secure high quality pharmaceutical services for the local population.

Tower Hamlets are currently part of a pan London programme to introduce the provision of oral contraception in community pharmacies as an NHS service. Currently it is anticipated that up to 4 pharmacies in Tower Hamlets will participate in 2011.

The responses to the questionnaire will be used to review the promotion of the Pharmacy First scheme (minor ailments scheme). The PCT and local pharmacies currently promote the scheme in a number of different ways including

- Posters and leaflets in all community pharmacies and GP practices in Tower Hamlets.
- Ad hoc training for GP and pharmacy staff
- Integrated into other PCT initiatives – e.g. the current “Get the right treatment”