

September 2015

Healthwatch Brent



Summary of views on GP Hubs

For Brent Scrutiny Task group 07/01/15

Context – Healthwatch Brent received this information in May 2013.

Are these figures the same at the start of 2015?

- 164 Principle GPs, 66 Salaried GPs and 168 Doctors on the supplementary list
- 1.85million appointments a year in general practice
- Integrated Care Organisation (ICO run by Ealing Hospital) 360 staff no details of people seen
- Northwest London Hospitals Trust About 4800 employees see **451251 people/cases a year**
- **Adult Social Care**
- **11435** contacts, **5272** receive a service (telecare to residential), **4288** receive a service paid for by Brent in 2012-2013
- **473** individuals got direct payments in 2012/3
- **4809** assessments in 2012-2013
- **3960** reviews each year (2012-2013)

Healthwatch Brent gathered **general views** from patients between April and November 2014, in which the main service areas commented on were -

GP Services		34%
Hospital		20%
Mental health		7%
Children & young people's health services		5%
Dentist		5%
A&E		4%

A fuller breakdown is attached as appendix 2.

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In November and December 2014, Healthwatch Brent asked residents about **GP Hubs** via a questionnaire sent to members and contacts.


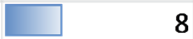
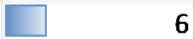
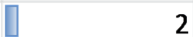
This group excluded groups who do not have access to the internet, including people with learning disabilities, older people and people with visual impairments.

We received 41 responses.

The full survey is attached as appendix 1.

Some of the most notable responses were –

Knowledge of GP Hubs appointments -

No knowledge		26
Yes		8
Vague understanding		6
Inaccurate understanding		2

6 people had used a Hub appointment. All 6 said this was satisfactory. 2 of those were people who said they did not know about GP Hubs.

Additionally, at Northwick Park Hospital A&E in December 2014 –

3 of 10 Brent residents we spoke to said they knew of GP Hubs

and 3 of 21 Harrow residents –please note, Harrow do not have GP Hubs.

General experience of making a GP appointment?

Ok / Quite good / good / very good		18
Poor / Bad / very bad		6
Got poor lately		3
Emergency appts ok		6
General appts take weeks		5
General appts take days		5
Long wait To see own GP		4
Phone issues		4

Most people reported that making an emergency appointment is quick.

4 people said they would go to A&E for an emergency appointment.

2 people said they would phone 111.







Almost everyone had a positive view of there GP practice, and most people were prepared to wait for an appointment.

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Additionally, 6 of the 10 Brent residents at NPH A&E said they did not know about the Urgent Care Centre at CMH.

Of the 35 people spoken to at NPH A&E the following numbers had used A&E in the past 12 months

-

5 times		3
4 times		2
3 times		3
2 times		5
1 time		12
never before		7

A more in depth HWB GP survey report is due to be published in Feb 2015. Whilst this will pick up the known concerns about appointment waiting times, the main focus will be on secondary concerns around communication, including referrals to secondary health services.

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Appendix 1**Healthwatch Brent****Summary of views on GP Hubs****For Brent Scrutiny Task group 07/01/15****Do you know about GP hubs in Brent?**

Healthwatch Brent surveyed members of the public in November/December 2014.

We asked the following groups – Contacts by email, HWB members via bulletin, Public at health centres and stalls, Elders Voice group, Health Focus Group

Our question	What people said	Numbers of responses
Do you know what a GP hub appointment is? If so, please say what you think it is.	Total number of people who responded	41
	No	26
	Yes	8
	Vaguely	6
	Inaccurately	2
How did you find out about it?	NHS 'Your Healthcare Services in Brent' booklet delivered to my home – each of these had a vague understanding	4
	GP	4
	National press	3
	Healthwatch Brent	2
	Radio 4	1
	Health Focus Group	1
	Internet	1

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<p>Have you ever been offered an appointment at another local surgery? Did you go, and how was it?</p>	<p>No Yes – including 2 patients who said no to the first question and 1 advised to go to NHS drop-in All 6 said this went well / ok / helpful</p>	<p>36 6</p>
<p>What is your experience of making a GP appointment, generally?</p>	<p>Yes and vague group had slightly more positive comments Ok / Quite good / good / very good Poor / Bad / very bad Got poor lately Emergency appts ok General appts - - Weeks - Days Long wait To see own GP Phone issues Additional comments If urgent you can go between 8:30 and 11am and wait to see GP Have to phone on the day – can’t get advance appt Emergency appt in the morning, but I can’t attend then Have to call at 9 on the dot or all appts are gone GP happy to do home visit Not good, but then found out I could get appt more quickly</p>	<p>18 6 3 6 5 5 4 4 1 2 1 1 1 1</p>
<p>What do you do if you can’t get an appointment quickly enough?</p>	<p>Wait This hasn’t happened Can sit and wait to be seen Go to A&E x4 Emergency appts Dial 111 Ask for phone consultation Ask for a Hub appt Go to pharmacy Suffer Pray</p>	<p>10 9 5 4 2 2 1 1 1 1 1</p>

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	Don't know	1
	No comment	3
Is there anything else you want to tell us about your GP practice – good or bad?	Great / very good / good practice	17
	Just the appointments system is bad	1
	Hardly ever need to go	2
	Good and bad	2
	Can be rude sometimes	1

If you want to know what GP hub appointments are, please visit:

<http://www.brentccg.nhs.uk/en/news/113-more-gp-appointments-for-brent-residents>

For information about what Healthwatch Brent does, or to get involved, please visit: www.healthwatchbrent.co.uk

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Appendix 2

Healthwatch Brent



Summary of views gathered by HWB

For Brent Scrutiny Task group 07/01/15

- **Views gathered by Healthwatch Brent**

We gathered 180 views:

93% came from members of the public

2% came from organisations

2% came from members of Healthwatch Brent

64% came from meeting people at health and social care services

21% through the enquiries email and telephone

15% by our reply mailers that we leave at health and social care services

- **Most people commented on -**

GP Services	34%
Hospital	20%
Mental health	7%
Children & young people's health services	5%
Dentist	5%
A&E	4%
A wide range of other services (1% per service)	25%

- **Type of comments**

Complaint	45%
Concern	20%
Compliment	18%
Comment	11%
Questions	6%

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Views gathered on GP services – Healthwatch Brent – Nov 2014

Nature of comment	Number	%
People giving views	59	34% of all views gathered by HWB
Total number of comments	64	100%
Negative comments	46	72%
Too long to get an appointment	19	30%
Unhappy with diagnosis or referral	11	17%
Not enough time with GP	6	9%
Poor physical environment	5	8%
Not seeing the same GP	4	6%
Rude receptionist	3	5%
Poor communication with people with learning disabilities	2	3%
Long waiting time in reception	2	3%
Individual concerns	3	5%
Positive comments	15	23%
Good / helpful service	9	14%
Easy to get appointments	5	8%
Physical environment	1	1%
Neutral comments	3	5%
Some staff good, others not good	3	5%

- **Quotes**

GP – “My concern is that it is difficult to get an appointment. I'm told to book on line. I've to wait along time to get an appointment.”

“I'm happy with the service at Tanfield Ave Medical Centre. I can usually get an appointment within 2-3 days.”

“I'm pleased with the service given. [My GP at] Kilburn Park Medical Centre is very good so there is usually a waiting list to see him.”

HWB response –

The CCG is trialling GP Hub appointments to make it easier to get an appointment. We sent out a survey about this to all of our individual contacts including over 200 local organisations. In December we will let Brent Council's Scrutiny Committee know what people said. We are carrying out surveys and producing a report to further explore GP services.

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Hospital - "There are communication problems, mostly with admin staff [at CMH]. They need to be more efficient. I ran up to make an appointment, I gave my name and address and I was told that I had been discharged because the records shows that I had died"

HWB response -

We wrote to the relevant manager of 4 services to raise concerns and made direct contact possible for patients and their families to get a response, including Willesden Centre for Health and Care and Park Royal Centre for Mental Health.

Children – "It is good to have someone to talk to [at CAMHS]. However, to be better it would be good to have more things like Brent User Network."

HWB response -

We will undertake a fuller survey of young people to hear about their mental health services. We will produce a report on this early in 2015.

Dentist – Concern was raised by a number of people about a lack of dental treatment in Brent for people with learning disabilities. This related to a lack of communication about changes to services and that people now need to travel out of the borough for most treatment.

HWB response –

This has been constantly raised at the old Primary Care Trust, the Learning Disability Partnership Board and Brent CCG, without any improvement.

A&E - I was kept in A&E for 10hrs, without a diagnosis. I felt dreadful. I later found out that I have an over active thyroid - I don't have any faith in the medical service".

HWB response -

We will be visiting A&E at Northwick Park in December to get the views of patients. We will give this information to Brent Council's Health and Wellbeing Board.

- **What else we did in response to your views**

We signposted people to the correct complaints procedure, and to Voiceability if they needed support.

We met with CQC to start exploring how we share information about the concerns raised by people in Brent.

We trained 8 volunteers to make Enter and View visits to services that we have received concerns about.

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We offered small grants to small organisations to gather views from their communities, so that we hear from as wide a range of people in Brent.

Additional views regarding referrals from GP to outpatients

I had to wait for 9 weeks for a referral had to chase up a referral left at the surgery which had not been sent to the hospital. I then had to wait 8 months to see a counsellor

I'm disappointed to get paracetamol as a treatment after visiting the GP. It does not help. It's difficult to get a referral. Some GP are better than others, they give referrals and prescriptions for children, so it can be done."

Had problems accessing records from GP surgery - not co-operative at all. Had problems being referred to hospital, took several visits and another GP in the surgery eventually did the referral. When I tried to talk to GP about my concern, Dr. rang me and was very rude.

I've been getting a run around from my GP surgery and CMH. I had my annual eye check and was given new glasses. There was I problem with one eye and the Optician gave me a letter to give to my GP. I needed to have my eyes examined at Central Middlesex hospital. I have been waiting a very long time to get the appointment. When I checked at my GP surgery the receptionist said that the referral letter was faxed to the hospital. I went to CMH but they said that they had not received the referral. The GP receptionist claimed that CMH had lost the referral and they would fax it again.

GP taking time to get results back for urine test and blood test. Referred to hospital and had to repeat tests.

GPs do not give enough time or make referral in time for proper care.

Healthwatch Brent involvement with Whole Systems Integrated Care -

Healthwatch Brent have been invited to play a full role in the development of the Engagement Enabler as part of the Better Care Fund. The Better Care Fund is a reallocation of resources from Health to the Local Authority with the express purpose of finding ways in working together.

Brent was a successful pioneer site for the Better Care Fund with their proposal being accepted by NHS England in September 2014. There are four workstreams under the Better Care Fund as follows :-

Scheme 1: Keeping the most vulnerable well in the community (this includes a project called Integrated Care Pathway (ICP) headed by Sheikh Aladin and Whole Systems Integration Scheme headed by Sarah McDonnell) - supported by Healthwatch Brent by Tessa Awe

Scheme 2: Avoiding unnecessary hospital admissions headed by Isha Coombes - supported by Healthwatch Brent by Daksha Chauhan-Keys

Scheme 3: Efficient multi-agency hospital discharge headed by Yolanda Dennehy - supported by Healthwatch Brent by Miranda Wixon

Scheme 4: Improving urgent Mental Health care headed by Duncan Ambrose - supported by Healthwatch Brent by Anne-Marie Morris

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The Healthwatch Brent representatives were selected from within the original task group that was put together when writing the proposal for the BCF and it is the hope that this task group which also includes Keritha Ollivierre and a representative from the Council will work to develop a toolkit that will form a basis for future engagement within the Council and the CCG to ensure that a wide range of people are communicated with and in particular those people from protected groups.

The purpose of this work is to develop better services to people living in their own communities in a joined up way so that professionals are working around the person and not the person having to navigate a complex web of health and social care systems.

Have your say either by contacting Healthwatch Brent giving them your views on what is happening now and the plans for the future.

(I will ask Philip Vining if he has a diagrammatic model of governance for the BCF which may be useful for us to include in the bulletin.)

The Healthwatch Brent working group has suggested that we could have an event in the New Year to get a broad range of views on engagement to develop the toolkit.

Item 2: GP Hubs - that is all on the report but in a nutshell

Healthwatch Brent were asked to moderate the submissions made by the four GP localities about how they were going to respond to the Prime Ministers Challenge on longer GP opening hours. All four localities put forward comprehensive proposals and suggested that they would be engaging with the patient participation groups and CVS Brent to ensure that this is patient focussed. Healthwatch Brent is delighted that there was a strong proposal of engagement in all four proposals that will now be worked up to a business case to make sure that they have the appropriate resources to deliver their promises.