

Have your say on the future of Cricklewood walk-in service

NHS Barnet Clinical Commissioning Group
NHS Brent Clinical Commissioning Group

Introduction

We understand from patients and residents that choosing the right place to get care when you are feeling unwell can be confusing, with a range of services providing urgent care at different times and for different needs.

Barnet and Brent Clinical Commissioning Groups (CCGs) are keen to ensure that people understand what is available locally and to simplify the system.

The contract for Cricklewood walk-in service is coming to an end. Over the next few months, Barnet and Brent CCGs want to hear the views of local residents and stakeholders on a proposal to close the walk-in service based at Cricklewood GP Health Centre when the contract comes to an end on 31 March 2020. The local area is well-served by other primary care services such as extra GP appointments in the evening and at weekends, community based services and NHS 111. The CCGs intend to step-up promotion of these services so people know the most appropriate places to go. Further information about the proposal and ways to give your views are contained in this document.

Background

The walk-in service based at Cricklewood GP Health Centre is commissioned by Barnet Clinical Commissioning Group (CCG). Patients who use the service come from both Barnet and Brent, with a smaller number coming from Camden. The number of people from all boroughs using Cricklewood walk-in service has reduced by 21% since 2016. Although the walk-in service provides an extra place where people can access urgent care, both Barnet and Brent CCGs think that the Cricklewood walk-in service:

1. Duplicates services that are already available within both boroughs

- It provides a similar range of treatments to a GP surgery and the majority of patients who access the service are already registered with a GP. Both Barnet and Brent CCGs now offer extra GP appointments in the evening and at weekends in practices across both boroughs.

There are 48,000 appointments per year for Barnet and 64,688 for Brent. Brent is currently expanding electronic consultations (e-consultations) to all patients. Barnet is currently piloting e-consultations with a small number of GP practices.

- There are GP appointments available when the Cricklewood walk-in service is open which means the CCGs are paying twice for the same service.
- There are two other walk-in centres in Barnet that are open seven days-a-week which, unlike Cricklewood, provide x-ray facilities and minor injury services. Brent also has two urgent care centres at Central Middlesex Hospital and Northwick Park Hospital.

2. Offers a limited service to local people

- The walk-in service does not provide continuity of care for long-term diseases. For most conditions, it is better for patients to attend their own GP surgery because unlike the walk-in service a patient's GP will have access to their records and can ensure continuity of care.
- The walk-in service does not provide emergency services, referral on to secondary care or services that help prevent ill health, such as immunisations, health checks and cancer screening.



3. Does not help the CCGs to achieve local urgent care priorities

- The CCGs believe that they should simplify urgent care, making it easier for patients to know where to go and focus resources on improving primary care so that more people can be seen quickly and in the most appropriate setting close to home.
- The CCGs have invested in increasing GP appointments with more primary care investment to come this year and in the future as part of the NHS Long Term Plan. This will mean more primary care staff and better outcomes for patients as health, care and voluntary services join up around patient needs and provide early help to avoid urgent attendances, where possible.
- There are alternative urgent care and GP services in the boroughs, all of which provide the same range of services as the Cricklewood walk-in service and more.



Given these developments, continuing to pay for Cricklewood walk-in service may not be the best way to deliver the most effective care for local patients as well as not being a good use of public money given alternative services that are available.



North Central London Commissioning and Contracting ran a recent consultation on the future of the GP practice at Cricklewood GP Health Centre. Patients who are registered with the Cricklewood practice received individual letters as part of that consultation. On 22 August 2019, the North Central London Primary Care Committee in Common agreed to recommission the GP practice.

Urgent and GP services in Barnet and Brent

1.1 Cricklewood GP Health Centre

Cricklewood GP Health Centre comprises a GP practice and walk-in service. The GP practice is commissioned by North Central London Commissioning and Contracting and the walk-in service is commissioned by Barnet CCG. A consultation on the future of the practice has recently concluded and on 22 August 2019, the North Central London Primary Care Committee in Common agreed to recommission the GP practice. The centre is in the south of the borough of Barnet, on the border with Brent and Camden.

The walk-in service is open from 8am to 8pm every day, staffed by a mix of GPs and nurses. It treats patients mainly registered with GP practices in Barnet and Brent, but is open to all registered and unregistered patients regardless of where they are from.

All unregistered patients who attend are encouraged and supported to register with a GP. There are 13 practices within a mile radius, all accepting new patients. Details below.

It treats approximately 54 people per day (of which 31 Brent/13 Barnet), most of whom visit during daytime hours 8am–6:30pm Monday to Friday.

1.2 Urgent and primary care provision in Barnet

On 12 August 2019 there were 52 GP practices in the borough. Barnet CCG has recently commissioned more GP appointments to meet patient demand and improve access to a GP.

In addition, there are the following services to support patients with their health needs:

- 76 pharmacies across the borough.
- Ten GP extended access hubs* where 48,000 additional GP appointments are provided in the evenings and at weekends. GPs can access the medical records of patients, enabling better treatment.

- Two other walk-in services, at Edgware Community Hospital and Finchley Memorial Hospital, offering services from 8am (Edgware 7am) until 10pm, seven days a week.
- The GP out-of-hours service accessed via NHS 111 offers face-to-face consultations from 6.30pm to 8am seven days a week. The service includes home visits. At weekends, home visits can be offered 24 hours a day.
- An urgent care centre at Barnet Hospital is open until 11pm, seven days a week.

**A hub is a practice that offers GP appointments at evenings and on weekends to all registered patients.*

GP practices within one mile radius of Cricklewood walk-in service

Cricklewood Health Centre – Barnet

Greenfield Medical Centre – Barnet

Pennine Drive Practice – Barnet

Chichele Road Surgery – Brent

Oxgate Gardens Surgery – Brent

Walm Lane Surgery – Brent

The Windmill Medical Practice – Brent

Willesden Green Surgery – Brent

The Jai Medical Centre (Brent) – (formerly known as The Sheldon Practice) – Brent

Mapesbury Medical Centre – Brent

West Hampstead Medical Centre – Camden

Cholmley Gardens Surgery – Camden

Fortune Green Road Surgery – Camden

1.3 Urgent and primary care provision in Brent

On 12 August 2019 there were 55 GP practices in the borough and Brent CCG has commissioned more GP appointments both in and outside of normal working hours to meet patient demand and improve access to a GP.

In addition, there are the following services that can support patients with their health needs:

- 60 community pharmacies.
- Five GP extended access hubs across the borough where 64,688 additional GP appointments are provided in the evenings and at weekends. Doctors can access patient records, enabling better treatment to be given and ensure continuity of care.
- GP out-of-hours accessed via NHS 111 offers face-to-face consultations provided by London Central & West Unscheduled Care Collaborative and Care UK after 6.30pm seven days-a-week.
- An urgent care centre at Central Middlesex Hospital is also open seven days-a-week.

1.4 Other local urgent care services

Because of the location of the Cricklewood walk-in service, patients from both boroughs may also be closer to other urgent care facilities outside of their own boroughs which they can use. These include the urgent care centres at Royal Free Hospital, Northwick Park Hospital and St Mary's Hospital.

Extra GP Appointments Information	
Available to all GP patients in respective boroughs through own GP or in Barnet direct on 020 3948 6809	
Barnet – nearest to Cricklewood indicated with asterisk	
Location	Opening times
Oaklodge Medical Centre	Mon-Fri 18:30-21:00 – Sat and Sun 08:00-20:00
Millway Medical Practice	Mon/Wed/Thurs 18:30-21:00 – Sat 08:00-12:00
Greenfield Medical Centre*	Mon/Wed/Fri 18:30-21:00 – Sat 08:00-12:00
PHGH*	Tue/Wed/Thurs 18:30-20:00 – Sun 08:00-12:00
Wentworth Medical Practice	Mon/Wed/Fri 18:30-21:00 – Sat 08:00-12:00
Longrove Surgery	Mon/Wed/Fri 18:30-21:00 – Sat 08:00-12:00
St Andrew's Medical Practice	Mon/Wed/Fri 18:30-21:00 – Sat 08:00-18:00
East Barnet Health Centre	Tues/Wed/Thurs 18:30-20:00 – Sat 08:00-12:00
Dr Azim and Partners*	Mon/Tue/Thurs 18:30-20:00 – Sat 08:00-12:00
Woodlands Medical Practice	Tues and Thurs 18:30-21:00 – Sat 08:00-12:00
Brent – nearest to Cricklewood indicated with asterisk	
Wembley Centre for Health and Care Clinic	Mon-Sun 08:00-20:00
Roundwood Park Medical Centre*	Mon-Fri 16:00-20:00 – Sat 12:00-16:00
Jai Medical Centre (Brent) formerly known as The Stag Holyrood Surgery*	Mon-Fri 16:00-20:00
Staverton Medical Centre Kilburn*	Mon-Fri 16:00-20:00 – Sat 10:00-14:00
Park Royal Medical Centre	Mon-Fri 16:00-20:00 – Sat 10:00-14:00

Frequently Asked Questions

I use Cricklewood walk-in service when I can't get an appointment with my GP. What would I do if it closes?

If you can't get a same-day appointment with your own GP you can arrange to see another GP close to home. Appointments are available at practices across Barnet and Brent as set out on page 5. In Barnet the receptionist at your own practice can arrange an appointment or you can call the service directly on 020 3948 6809 from 6.30pm to 9pm seven days-a-week. In Brent you can contact your own GP or NHS 111. You can also seek urgent medical advice by dialling 111 or get an opinion on non-urgent conditions by visiting your local pharmacist. If you would prefer to use a walk-in service, you can visit Finchley Memorial Hospital or Edgware Community Hospital. You can find directions, transport links and opening times online at www.barnetccg.nhs.uk

Urgent care is also available to Brent patients at Central Middlesex Hospital, Northwick Park Hospital and St Mary's Hospital. For a full list, see www.brentccg.nhs.uk

My children are prone to cuts and bruises. If Cricklewood walk-in service closes, where should I take them?

If your child is hurt but you don't think it is serious you can treat them at home or call your own GP for advice or an appointment. If you still need advice from a healthcare professional, you can take your child to your local pharmacist who will give you clinical advice and over-the-counter remedies. If you think your child's condition is serious and you are not sure what to do you can dial NHS 111 and a trained adviser can help you. If your child's condition is serious or life threatening, dial 999 immediately.

What about people who are not registered or can't register with a GP?

It is important that everyone who is eligible to register with a GP does so, as this is where they can access the

best care for most conditions and also preventive care and referrals to other services. You can find details of your nearest GP on the NHS website at: www.nhs.uk. There are 13 GP practices within a mile of Cricklewood walk-in service. You can see the full list online at www.barnetccg.nhs.uk or www.brentccg.nhs.uk.

All GP practices in Barnet and Brent are open to register new NHS patients. However, if someone can't register, the walk-in services at Finchley Memorial Community Hospital and Edgware Community Hospital, are able to treat them. The NHS 111 service will also respond to anyone in need.

There are plans for re-development in Cricklewood and surrounding areas. With more people arriving is there not now a greater need for the walk-in service?

Clinical Commissioning Groups (CCGs) work closely with their local authorities in planning for future population growth. Barnet and Brent CCGs will ensure that there is sufficient primary care in both boroughs to cover any forthcoming increases in population and developers are required to contribute to local infrastructure to secure this.

I'm registered with the GP practice at Cricklewood Health Centre and received a letter about a consultation on the future of that service. Is this separate to that?

Yes, our colleagues at North Central London Commissioning and Contracting ran a consultation on the future of the GP practice at Cricklewood GP Health Centre. All patients of that practice received a letter inviting them to have their say. On 22 August 2019, the North Central London Primary Care Committee in Common agreed to recommission the GP practice.

Won't closing the walk-in service put pressure on A&Es and GPs?

All patients who are treated at Cricklewood walk-in service could be treated at their registered GP practice or by visiting a local pharmacist or through self-care.

Both Barnet and Brent CCGs have commissioned extra GP appointments at a range of locations for any patient registered with a GP in their borough.

Cricklewood walk-in service is not like an A&E. Patients using Cricklewood would not have the sort of serious conditions that would put additional pressure on A&E and their needs could be met in a range of other ways set out above. However, we recognise we need to do more work to inform patients of the choices in the community and give them confidence in using these services, rather than going to A&E for less-serious conditions.

If patients are unsure where to go when they are ill, they can call NHS 111 for advice, which will direct them to the most appropriate service to manage their health needs.

Is this proposal just about saving money?

No. In the Cricklewood area there are a number of services providing very similar care, particularly in the evening. Many patients are not clear of the choices available to them, what each service does, or that some services duplicate others. Whenever possible general practice is the best place for patients to get care. CCGs are effectively spending limited resources twice. We need to make the best use of public money and develop services that are easier for patients to access and understand.

How long do we have to share our views?

You can give your views on the proposal between 12 August to 4 November 2019.

When will you be making a decision on the future of Cricklewood walk-in service?

We will make a decision when all views have been considered and all other information gathered (such as financial data, quality and equality reports). We expect that to be in December 2019.

How to get involved

We would like to know the views of service users and carers, staff, representative groups, community organisations and local residents.

To share your views you can fill in the questionnaire attached to this document or complete it online at: www.surveymonkey.co.uk/r/3GF53VNcricklewood

All of this information and the survey are also available on the Barnet CCG website: www.barnetccg.nhs.uk Brent CCG website: www.brentccg.nhs.uk or you can contact either CCG for a copy. The document is available on request in other formats and languages.

If you require further information:

Email: barccg.wic@nhs.net

Phone: **020 3688 2822**

Post: Send your letter to: Barnet Clinical Commissioning Group, North London Business Park, Oakleigh Road South. N111NP marked 'Cricklewood walk-in service' or visit the walk-in service.

**All comments must
be received by
4 November 2019**

Completed questionnaires should be returned to:

barccg.wic@nhs.net

Barnet Clinical Commissioning Group,
North London Business Park,
Oakleigh Road South. N11 1NP
marked 'Cricklewood walk-in centre -
Have your say'

Questionnaire

We welcome any feedback or ideas you have, but we are particularly interested in your answers to the following questions. You do not have to answer all questions and are welcome to use extra paper if necessary.

Confidentiality

If you are responding in a personal capacity, your response, **but not your personal details** may be shared with decision-makers to enable them to fully consider your views.

Unidentifiable parts of your response may also be published to illustrate comments made.

1. Are you registered with a GP? (Tick only one):

- | | |
|---|---|
| <input type="checkbox"/> Yes, at Cricklewood GP health centre | <input type="checkbox"/> Yes, with a different Barnet GP practice |
| <input type="checkbox"/> Yes, with a Brent GP practice | <input type="checkbox"/> Yes, with a GP elsewhere <input type="checkbox"/> No |

2. How many times have you visited Cricklewood walk-in service in the last 12 months?

- | | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------------|
| <input type="checkbox"/> 0 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> or more |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------------|

3. Why did you choose Cricklewood walk-in service on your most recent visit? (Tick only one):

- | | |
|--|--|
| <input type="checkbox"/> Not applicable | <input type="checkbox"/> It was convenient |
| <input type="checkbox"/> I didn't think my GP could deal with my health needs | |
| <input type="checkbox"/> I couldn't get an appointment with my own GP and couldn't wait for the next available appointment | |

Other (please state)

4. When making our decision what else should we consider? Please specify:

5. If the walk-in centre was not available, would you have (tick those that apply):

- | | | |
|--|--|--|
| <input type="checkbox"/> Looked after the problem yourself | <input type="checkbox"/> Gone to your GP practice | <input type="checkbox"/> Gone to see a pharmacist |
| <input type="checkbox"/> Gone to see a Dentist | <input type="checkbox"/> Called your GP out to you | <input type="checkbox"/> Gone to an Urgent Care Centre |
| <input type="checkbox"/> Gone to A&E | <input type="checkbox"/> Contacted NHS 111 | <input type="checkbox"/> Done nothing |

Other please specify



Some questions about you

The following questions will help us to see how opinions vary between different groups of the population. We will keep your answers completely confidential.

1. To which gender identity do you most identify

☐ Male

☐ Female

☐ Non-binary

☐ Other

☐ Prefer not to say

2. How old are you?

☐ 0-16

☐ 17-30

☐ 31-45

☐ 46-60

☐ 61-70

☐ 70+

3. What is your ethnic group

☐ White English/Welsh/Scottish/Northern Irish

☐ Irish

☐ Gypsy or Irish Traveller

☐ Other White background

Mixed/multiple ethnic groups

☐ White and Black Caribbean

☐ White and Black African

☐ White and Asian

☐ Other mixed/multiple ethnic background

Asian/Asian British

☐ Indian

☐ Pakistani

☐ Bangladeshi

☐ Chinese

☐ Other mixed/Asian background

Black/African/Caribbean/Black British

☐ African

☐ Caribbean

☐ Any other Black background

Other ethnic group

☐ Arab

☐ Any other ethnic group

☐ Prefer not to say

4. Which of the following best describes your sexuality?

☐ Heterosexual or straight

☐ Gay or lesbian

☐ Other

☐ Bisexual

☐ Prefer not to say

5. Which if any of the following best describes your religion

☐ No religion

☐ Buddhist

☐ Hindu

☐ Jewish

☐ Muslim

☐ Sikh

☐ Other

☐ Prefer not to say

☐ Christian (including Church of England, Catholic, Protestant and other Christian denominations)

6. Do you consider yourself to have a disability or long term condition?

☐ Yes

☐ No

☐ Prefer not to say

7. What is your full postcode

NHS Barnet Clinical Commissioning Group

Ground Floor, Building 2
North London Business Park
Oakleigh Road South
New Southgate
N11 1NP
Telephone: 020 3688 2299

NHS Brent Clinical Commissioning Group

Wembley Centre for Health and Care
116 Chaplin Road
Wembley
HA0 4UZ
Telephone: 020 8900 5300

If you have any queries, questions or comments about Barnet and Brent CCGs, please contact us using the details on this form, and we will respond as quickly as possible.