



**Healthwatch Barking and Dagenham's response to:
Barking & Dagenham Clinical Commissioning
Group (CCG) Consultation - Proposals on Right
care, right place, first time**

August 2018

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1 Introduction

Details of report	This report is based on an engagement session held by Healthwatch Barking & Dagenham, asking local people their views on the CCG's consultation "Right care, right place, first time".
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1.1 Acknowledgements

Healthwatch Barking and Dagenham would like to thank all the individuals who contributed to this report.

1.2 Disclaimer

Please note that this report relates to findings from the people we spoke to. Our report is not a representative portrayal of all the residents of Barking and Dagenham.

2 Background

People are confused by the community urgent care services currently available, and want it to be easier to get help when they need to see a GP or nurse on the same day. Barking Havering and Redbridge Clinical Commissioning Group (BHR CCG) know many services are similar or even duplicate each other and that the system needs to make it easier for local people to get the right care in the right place, first time when care is needed.

BHR CCG want to change and improve the way community urgent care services are provided and therefore launched a consultation in seek the views of the public on the proposals.

Healthwatch Barking and Dagenham carried out an engagement session with local people. We asked for people's views and opinions concerning proposals put forward by BHR CCG on making changes to community urgent care services.

This document represents a response to the consultation which has been anonymised. This has been conducted impartially - Healthwatch Barking and Dagenham have no organisational view.

3 Methodology

Healthwatch Barking and Dagenham held a round table discussion with local people who live in the borough to seek their views on the proposals made in the “Right care, right place, first time” document.

Participants were advised that their views were being collected and would be included in this report which would be passed to the BHR CCG for inclusion in the responses to their consultation. Participants were also informed that this report would be made publicly available when it was completed.

To enable individuals to give their views without the fear of their personal details being shared or any impact on the services they receive, Healthwatch explained the following:

- Participation is voluntary, and individuals are not required to answer the questions posed.
- Participation or non-participation will not affect access to any services currently being accessed
- Information collected is kept strictly confidential.

Each individual had a consultation document and the response questionnaire.

The background to the consultation was read before having discussions and answering the consultation questions.

5 Feedback from local people

Healthwatch provided some background as to why the CCG are proposing changes to the way urgent care is being delivered currently. The engagement event was based around the questions which are within the consultation document. Discussions were held around the questions and feedback sought for each area.

Question from consultation document: We think our proposals will make it easier to know where you go if you need urgent care? By this, we mean treatment for minor illnesses and minor injuries that mean you need care or advice from a health professional on the same day.

- People felt that the proposals would make it easier if information was provided to the public about the different locations services are being provided from.
- Clear advertising about what diagnostics are available at each site is needed aswell as opening times and days.
- Opening times of out of hours' pharmacies should also be included in communication materials so those who need to pick up a prescription can do so.

Question from consultation document: We are proposing to provide more bookable appointments for people with urgent healthcare needs who need to be seen on the same day. Do you agree this will make it easier to get urgent care when you need it?

- People agreed that providing more bookable appointments would make it easier for people to be seen especially those with children and those who are vulnerable, however concerns were raised about capacity and if there will be enough bookable appointments due to demand.
- People raised concerns about local services not being able to keep up and provide services in line with the predicted population growth.
- Concerns were raised as to whether all urgent out of hours' services would be able to refer patients for blood tests if needed, as otherwise patients will need to go back to their GP which will be a waste of resources.

Question from consultation document: Our travel analysis shows that the vast majority of local residents will be within a 15-minute drive of a community urgent care service. If your own GP can't see you, would you be happy to have an urgent appointment at another practice or location in Barking and Dagenham, Havering or Redbridge (within 15 minutes' drive) if this meant you would be seen more quickly?

- People would ideally like to be seen at the closest location to where they live.
- The CCGs "travel analysis shows that the vast majority of local residents will be within a 15-minute drive of a community urgent care service." The CCG need to take into account that some residents do not drive or have access to a car, therefore their travel time will be longer. Additionally, everyone cannot afford to pay for a cab,
- Parking needs to be adequate and affordable across all sites.
- A closer look needs to be taken at the potential poverty gaps, especially for families on low incomes and benefits. For some families they are just about getting by and the cost of parking may be unaffordable for them.

Question from consultation document: The proposals will ensure that there is greater availability of bookable appointments for urgent care at the weekend. Based on how and where you normally spend your week and your weekends, do you think that weekend appointments would be useful to you?

- People agreed weekend appointments would be useful, people gave a number of reasons as to why they felt this was the case:
 - Parents of young children would be able to book a bookable appointment and be seen quicker over the weekend rather than take their child to a walk in or A&E and wait for hours.
 - The GP hub currently offers weekend appointments which work well, why would we want to lose weekend appointments? More are needed.
 - The option of bookable appointments appealed to most people as they want to be at home resting where they are comfortable.
 - Help reduce waiting times for those who are vulnerable.

People were asked which option they preferred and why.

Option 1	Option 2
Urgent appointments (walk-in or bookable)	
King George Hospital, Queen’s Hospital, Harold Wood Polyclinic, Barking Community Hospital	King George Hospital, Queen’s Hospital
Bookable appointments	
Available at eight community urgent care service locations	Available at ten community urgent care service locations
No walk-in service	
Loxford Polyclinic, South Hornchurch Health Centre	Harold Wood Polyclinic, Barking Community Hospital, Loxford Polyclinic, South Hornchurch Health Centre

People felt some of the information within the document was not clear and does not state where the community urgent care services will be delivered from. It was felt this information should be highlighted within the proposals as adequate information has not been provided for people to make an informed decision.

Which option do people prefer?

In principal most people were supportive of option one, many comments were made and also questions raised which are highlighted below:

Questions

- Where are the 8 community urgent care services going to be delivered from? Will there be one in Dagenham?
- When calling NHS 111 will people have a choice of options, or will they be told which location they need to attend to be seen.

Comments

- The consultation document states that “NHS England guidance says we need to establish urgent treatment centres (or UTCs) in our area. These will be GP-led, open at least 12 hours a day, every day, and be equipped to diagnose and deal with many of the most common non-emergency ailments people attend A&E for. Currently Barking walk in center is open 7am to 10pm during the week, if this will be 12 hours’ local people do not agree with the proposals as there is a reduction in the amount of hours the services will be delivered.

- People also felt that all UTC should be open late in the evenings to stop people from going to A&E.
- Barking Walk in Center and the GP Hub are both currently situated within Barking Community Hospital, at the moment people can access either service. According to the proposals the Walk in Center will be upgraded to an Urgent Treatment Center, local people queried if this would have the capacity to see as many people as the walk in and hub do currently?
- People felt that appointment systems would work in principal but had concerns if everyone would be seen as there is such high demand.
- If all urgent services will be accessed by calling NHS 111, local people want assurance that someone will answer their call in a timely manner.
- Concerns were raised by those who are deaf and hard of hearing around the accessibility of bookable appointments. It was felt that they would not be able to use NHS 111 to book an appointment and the online service is not currently available. This was also raised as an issue by others and people felt this should be a priority so there is more than one way to book.
- Two deaf people did not agree with the proposals as it was felt their needs were not being taken into account. The online booking system is not available and therefore is a direct barrier for those who are unable to use the phone.

Other comments and questions in relation to the proposals

- The recruitment of GPs is already a challenge, is there capacity locally to have GPs available to provide the services alongside nurses?
- If there are people accessing a service with a bookable appointment and individuals are walking in how will this be managed? People who have booked an appointment will be expecting to be seen quicker as reflected in the consultation document.
- People raised concerns about GP services not seeing as many patients as they could locally and now this is leading to patients accessing community urgent care services as a first point of call.

6 Recommendations

There were in depth conversations around the table, every individual made a contribution to all the proposals.

During our engagement session it was very clear that although people agree that an appointment system will make it easier and quicker, the demand on the service is high and questions were raised about whether this is realistic.

As a result of the discussions, Healthwatch Barking and Dagenham recommend:

- BHR CCGs inform the public what locations are being looked at for the community hubs.
- Work with partner organisations once a decision has been made to ensure people are aware of the decisions.
- Ensure the services are adequately advertised in a clear format.
- Clarify questions highlighted under the proposals.
- Ensure the online system is developed as soon as possible to stop it being a barrier some of the groups who are unable to use the telephone system.

