

APPENDIX 1



North West London

Review of Current Community Outpatient Services in Harrow

1. Introduction

In Harrow a range of community outpatient services are currently being provided through a community contract with Harrow Health Community Interest Company (HHCIC). This contract has been in place for ten years and its latest extension is coming to an end on 30 September 2023.

During the tenure of this contract Harrow CCG became part of NHS North West London. This means that as part of the forward planning for these services, some are being reviewed and will be procured across North West London. Details are provided in the table below.

A key priority for the review and provision of future services is to ensure that all patients/residents in Harrow have access to an equitable provision of service, no matter where they live in the borough, or which GP practice they are registered with.

The review will focus on understanding of the data and information on local health inequalities and their impact on service delivery and transformation, as well as current evidence of best practice care pathways. Feedback and engagement with current service users will be built into the review process and any subsequent procurement.

2. Service being reviewed

The services that are being reviewed are listed in the table below. Where services are currently being provided across a number of North West London boroughs the reviews are being led by the Integrated Care Board (ICB) programme teams. Where services are unique to Harrow the reviews are being led by the Harrow Borough Team.

Service name	What is provided	Review
Community Ophthalmology	Clinics for acute and chronic eye conditions including: glaucoma allergies and inflammation	NW London wide
Community musculoskeletal (MSK) services	Clinics to help with joint and back problems	NW London wide

Community Physiotherapy	Physiotherapy services GPs can book into directly	NW London wide
Community Neurology	Headache clinic	Harrow
Community Gastroenterology	Clinics for stomach and bowel disorders	Harrow
Community Out-patients paediatrics	Support and treatment for children with low level and routine paediatric conditions	Harrow
Community Ear, Nose & Throat (ENT)	Ear, nose and throat clinics	Harrow
Attention Deficit Hyperactivity Disorder (ADHD)	Clinics to provide assessment and support for patients with ADHD	NW London wide

3. What we would like to improve for patients and GPs

We want to make sure the services listed are equitable, in terms of access and provision for all patients across Harrow and NW London. In terms of access we mean, route into the services, not all GPs currently refer into community services, instead referring to hospital contributing to increased waiting times.

There are currently two different settings of care in which outpatient services are provided in Harrow; in hospitals or in community outpatient services across a number of sites across Harrow.

Currently there is inequity for patients receiving these types of services. Individual GP practices will refer to different services and in some cases individual GPs will have a preferred referral route as well. In some cases, we also see bookings being made for both services which is inefficient and confusing for patients as well as driving up waiting times.

Outpatient services and in particular the waiting times for services provided in hospitals have a high level of regional and national scrutiny and we need to ensure the same level of scrutiny is applied to patients waiting to be seen in the community so that there are no hidden waits. Services are reviewed on a NW London level to allow us to allocate resources to ensure waiting times and services are equitable for all patients.

NHS NW London is committed to ensuring that the quality and waiting times for all services, in hospitals and the community, are equally scrutinised and inequitable waiting times are addressed. This review aims ensure that access to services is simplified for GPs to use and provides the same level of access and provision for all patients in Harrow and NW London.

4. Engagement and opportunities for patient and public feedback

A public survey is open until 25 February (four weeks) for feedback on ENT, gastroenterology, paediatrics and neurology services.

The survey is to ensure people have an opportunity to share their views on the current services and to gather their feedback on future service provision. The feedback will be used to inform the service reviews and will form part of the recommendations.

Information for the public on this survey can be found on our website:

[Reviewing access to NHS community outpatient services in Harrow \(jotform.com\)](https://www.jotform.com)

The survey and opportunities to comment have been communicated and shared with the public through the following channels through January and February 2023.

Engagement activities:

Text message with survey link sent to all patient and/or service users sent through Harrow Health CIC
Survey and information shared with 150 community groups in Harrow for onward circulation
Healthwatch Bulletin
Shared with Harrow Council for onward promotion through existing channels
Harrow (Nextdoor) post opened 1036 times
Engagement stands - Wealdstone Library, Greenhill Library and Pinner Libraries
GP Bulletin – to all practices and to share with patients
Social media, Twitter Facebook (LNWHUT and partners shared)
Letters to stakeholders including Cllrs and MPs
Information on the ICS website

As at 9 February, approximately 182 survey responses/comments have been received.

Alongside this engagement, clinical leads will review the performance, access and outcomes from the current services to inform the outcomes of the review. GPs and other clinical stakeholders will also be asked to provide feedback into the review.

5. Next Steps

- For each community outpatient service, the review will assess a number of options for the future provision of services to patients.

- The NWL ICB will ensure that its Equality Health Impact Assessment (EHIA) and Quality Impact Assessment (QIA) processes are used to assess the potential impacts of the preferred options.
- A final decision on the preferred option will be made by the NWL ICB Executive by the 31 March 2023.