

Meeting:	Overview and Scrutiny Committee
Date:	7 October
Subject:	Alexandra Avenue
Author:	Dr Sarah Crowther, Chief Executive, Harrow Primary Care Trust

Section 1 – Summary and Recommendations

This report sets out to explain the key strategic aims for Alexandra Avenue Polyclinic; explain the 'Hub and Spoke' model of delivery and how it will improve services for patients; Describe our vision for new and integrated services; describe our stakeholder engagement strategy and to update the OSC on progress against the project plan.

Recommendations:

1. To receive and note the report and feedback to the PCT.
2. To offer their insights into the opportunities and issues.

Section 2 - Report

Purpose of the report

To inform the OSC about:

- How Alexandra Avenue Polyclinic will provide enhanced, integrated, high quality primary and community care services for South Harrow residents
- How the Polyclinic is a key part of the PCT's plans to reduce inequalities; address the health needs of a growing and diverse population and secure value for money in primary care
- How the Polyclinic fits in wider plans for Harrow health and social care partnerships
- What integration of health and social care services means for patients
- The PCT's outline Strategy for polyclinic provision across the borough.

Health Needs of South Harrow

The PCT has looked at the health needs of the borough with the Local Authority and certain factors stand out for South Harrow.

- Population projections following new estate developments indicate an increase in population from 65,000 to 70,000 within five years
- South Harrow wards have the lowest incomes and are the most densely populated in the Borough, additionally Roxbourne and Roxeth wards have a highly diverse population
- 31% of homes have a vulnerable occupant and approximately 50% have dependent children
- The Prevalence of diabetes; CHD and Asthma all exceed SHA and Harrow averages. The South Harrow wards also record the lowest levels of physical activity in PCT.
- The Roxbourne ward has highest rates of teenage conception; 65% resulted in abortion.
- In quarter one 08 Harrow residents attended Ealing and Hillingdon A&E departments on 1,016 occasions for minor conditions (PCT wide audit suggests 60 to 80% could have been dealt with by primary care).

The most recent patient survey on primary care in Harrow South shows:

- 40% of people felt they waited too long for appointments; 70% of people had problem getting through by phone; 39% of people were put off visiting GP by inconvenient opening times

The needs identified above clearly demonstrate a need for better access for routine and urgent primary care; services tailored to the needs of children and young people services that can meet the needs of a diverse population, including managing Long Term Conditions and integration between all sectors of health and social care services. A Polyclinic at Alexandra Avenue will address all of those needs; and was deemed to be ideal for the first Polyclinic in the Borough.

Alexandra Avenue Polyclinic will offer

- Enhanced opening hours – 8am to 8pm, 365 days per year
- The ability to access bookable & Walk-in appointments whether you are registered, unregistered or registered somewhere else
- Provision of full general medical services (An extended scope general practice with the skills and capacity to see Minor injury and illness). This service will incorporate current PMS provision for 'Hard to Reach' groups and will seek to provide a Paediatric focus for services
- Enhanced level of access to new and existing integrated services:
 - Outpatient services and Minor procedures
 - Diagnostics
 - Health information services
 - Long term conditions treatment and advice
 - Pharmacy support
 - Existing community services

Existing Social Care and Mental Health services are planned to remain in the Polyclinic and are deemed vital to its success.

The Polyclinic will provide services to all the practices of South Harrow and will allow residents to be treated closer to home, reducing the need to travel to hospital for urgent care and some outpatient appointments. It will also provide a paediatric focus for an area with a high population of children and young people.

Access and Transport

- Bus routes: H9, H10, H12, 398
- Nearest Underground Rayners Lane (Metropolitan, Piccadilly lines).
- Parking is an issue at the site. The PCT will be working with the Borough to facilitate improvements in bus services if this is possible.

Stakeholder Engagement

The PCT has a plan for engagement with stakeholders over the coming months. The OSC, partners in social care, local people and healthcare professionals will all be contacted over the coming weeks. An article has already appeared in the local and London wide press.

Progress against project plan

- A project team has been established
- The PCT has been identified as an early adopter by NHS London
- A tender process for the GPs is expected to run through October, although only GPs with a Harrow list will be eligible to apply
- Funding has been set aside
- Services are being identified and plans to move to integrate them into a polyclinic model are under development.

Equality impact assessment

The Polyclinic scheme will have a beneficial impact on people suffering social exclusion; BME groups; young people; elderly people and people with complex health and social needs.

Recommendations

The OSC is asked to comment on the proposals on behalf of the people of South Harrow.

Board Report Executive Director sign off

This report has been approved by the accountable Executive Director and satisfied that the implications for the following areas have been adequately considered.

Section 3 - Contact Details

Contact: Sarah Crowther, Chief Executive, Harrow PCT