

Agenda Item	2.6
Paper	Delivery
Meeting Date	27 Apr 2010

EAST HARROW PUBLIC CONSULTATION

Decision Discussion Information

Report author: Shelly Roberts, Project Support Officer

Report signed off by: James Walters, Director of Development & System Management

Purpose of the report:

The purpose of the report is to provide feedback on the recent NHS Harrow consultation with the public and stakeholders on the proposed development of primary and community health services in East Harrow. The report provides information on;

- The 'Public and Patient Involvement' (PPI) consultation methodology.
- The results of the consultation; which includes a summary of the comments received.

Recommendations to the board:

The Board is asked to note and discuss the findings of the consultation on East Harrow and to decide whether to proceed with a final business case for the redevelopment of Belmont Health Centre. Should the Board wish to pursue a final business case, a further Gateway Review and NHS London review process will be required, as will consultation with Overview and Scrutiny.

Related "QIPP": <input checked="" type="checkbox"/> Quality <input checked="" type="checkbox"/> Diversity <input checked="" type="checkbox"/> Innovation <input checked="" type="checkbox"/> Productivity <input checked="" type="checkbox"/> Prevention	Related "Use of Resources" 1.1 Planning for Health
Reference to risk on Board Assurance Framework / Risk Register Risk Register: 1.4; 1.6; 1.10	Related "Links to World Class Commissioning Competencies" Competency 3 - Proactively seek and build continuous and meaningful engagement with the public and patients, to shape services and improve health Competency 4 - Lead continuous and meaningful engagement with clinicians to inform strategy, and drive quality, service design and resource utilization.

Report history:

The Outline Business Case (OBC) and Consultation document were approved at the December 2009 Board meeting.

The Consultation and Involvement plan was discussed and approved at the February 2010 Board meeting

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Contact name: J Walters
Contact no: 0208 966 1024

1. Executive Summary

The East Harrow consultation set out NHS Harrow's vision for improving primary and community health services and linking these together with social care services through a polysystem. NHS Harrow delivered the consultation for 14 weeks commencing 8th December 2009. The closing date for responses was Wednesday 17th March 2010.

A public and patient involvement (PPI) action plan was established to engage with stakeholders and Harrow residents. The Communications team established a consultation document and feedback questionnaire, which was distributed widely across Harrow. The team also used 'Survey Monkey' to produce an on-line questionnaire, which was linked to our web site with a range of additional information about the consultation.

A total of 141 responses were received; 40 electronically and 101 paper copies. A range of comments and letters were also received from stakeholders.

The results told us that more than two thirds of those that responded agreed that a Polysystem would improve care in East Harrow and were in favor of redeveloping Belmont Health Centre to be the polysystem Hub. The majority of public concerns raised were regarding transport links and ease of access.

2. Purpose of the report

The purpose of the report is to provide feedback on the recent NHS Harrow consultation with the public and stakeholders on the development of health and social care services in East Harrow. The report provides information on;

- The 'Public and Patient Involvement' (PPI) consultation methodology.
- The results of the consultation; which includes a summary of the comments we received.

3. The Consultation

3.1 What we did.

In order to explain the principles behind the new model of healthcare being proposed for East Harrow (referred to as a polysystem), and the proposal behind the development of a polyclinic on the Belmont Health Centre site, the following activities were arranged and information produced to inform the public and stakeholders.

- a) An 18 page consultation document was produced entitled, "Better Care, Closer to Home" explaining the key principles of our proposals and aim to offer enhanced health and social care services through a polysystem.

Three thousand copies were distributed to GP practices, libraries, community groups, the voluntary sector and local councillors. A feedback form was attached asking for

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views on the development of services in East Harrow and what services are preferred in the new facilities. A freepost address was made available to encourage responses.

The document publicised a public meeting on 11th February 2010 and also gave groups and organisations the opportunity to request a talk from a representative of NHS Harrow at their scheduled meetings.

b) A flyer was used to help publicise the public event on 11th February 2010. This contained a summary of the plans and offered the opportunity for a representative from NHS Harrow to attend a preferred event. Details of the public meeting were included and an invitation for people to give their feedback or be sent further information.

Five thousand copies were distributed to doctor's surgeries, libraries and community groups.

c) Stakeholder Group meetings with healthcare professionals, local councillors, local community group representatives and the public were held from December 2009 to March 2010. These were as follows:

- Overview & Scrutiny Committee – Tues, 8th Dec – 7:30-9pm – Harrow Civic Centre
- Mencap – Tues, 8th Dec – 2-3pm – St Peter's Church, Harrow
- GP Practice Managers – Wed, 9th Jan – 11-12noon – Bowen House
- Harrow Association for Disabled People – Mon, 1st Feb – 10:00-12noon – Headstone Drive, Harrow
- Voluntary Sector (Asian Elders – Men) – Fri, 5th Feb – 2-3pm – Belmont Community Hall
- Voluntary Sector (Asian Elders – Women) – Tues, 9th Mar – 2-4pm – Meeting Hall, North Harrow
- Older People's Partnership – Tues, 16th Feb – 2:45-4:30pm – Harrow Civic Centre
- Diabetes UK (Harrow) – Thurs, 25th Feb – 8pm – Harrow Baptist Church
- Harrow Asian Deaf Club – Sat, 6th Mar – 7pm – Bently Day Centre
- Harrow Carers - Thurs, 18th Mar – 9:45-12:00noon – Harrow Baptist Church

These meetings were well attended. NHS Harrow explained the polysystem model and how it could affect the healthcare for people in Harrow. Those in attendance were given the opportunity to discuss the proposals and ask questions.

d) A public meeting was arranged on Thursday, 11th February 2010, from 2:00pm to 7:30pm, at Belmont Community Hall. Dr Andrew Howe, Director of Public Health for NHS Harrow and Executive Sponsor for this programme gave two presentations at 3:00pm and 7:00pm. The event was well attended and various services manned health stalls displaying the types of services that could be provided at a polyclinic in East Harrow. Consultation events generally work much better if they provide additional interactivity.

e) A page was designed on the NHS Harrow website giving access to relevant information relating to the consultation, including the Outline Business Case and a link to the electronic survey. The electronic survey was provided by a tool called 'Survey Monkey'. This is the first time we have used an electronic survey tool in this way.

f) Letters were sent to all GP practices, local community representatives, the voluntary sector, local councillors, pharmacies, dental practices and interested members of the public.

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3.2 Results of the Consultation

3.2.1 The results on a Polysystem and hub at Belmont Health Centre

Response Summary – The following questions are taken directly from the consultation document and the results are broken down into electronic and paper responses. Respondents also had the option to comment against questions 1 and 2.

Q 1. NHS Harrow would like to offer better health and social care services to residents in East Harrow. To what extent do you agree with the following statement?

“Having read the consultation document, I believe the polysystem model in East Harrow will deliver better and more accessible services for local residents. This will ultimately lead to better health for local residents.”

Answer options	ResponseCount			Response Percent
	Survey Monkey	Paper Responses	Total	
I agree with this statement	27	76	103	72.5%
I disagree with this statement	7	15	22	15.5%
I do not feel strongly either way	6	11	17	12%
Comments received	12	34	46	

Q 2. We are proposing that Belmont Health Centre become the community health centre (hub) in East Harrow alongside the development of the Mollison Way GP-led health centre.

Answer options	ResponseCount			Response Percent
	Survey Monkey	Paper Responses	Total	
I agree to the above proposal.	24	75	99	69.2%
I disagree with the above proposal.	9	18	27	18.9%
I do not feel strongly either way	7	10	17	11.9%
Comments received	14	28	42	

Summary of comments – A number of those who commented were very positive about the development of a polysystem model in East Harrow. There were some concerns about a perceived lack of access to public transport and parking and whether there is a potential for loss of continuity of care. Some requested clarity as to why Belmont Health Centre was identified as the hub and not other GP practices, such as Bacon Lane and Kenton Bridge Medical Centre.

A cross section of the comments we received are;

- “I have had to travel to the clinic in Alexandra Avenue several times but my GP is based at Belmont Health Centre, so would make things easier for me.”
- “There is a need to provide a greater range of health care for the population of East Harrow which is long overdue.”
- “I am a patient at the Pinn and am a volunteer driver for the patients association. I have observed first hand what a HUGE difference the new improved centre has been able to achieve. I was not convinced at first!”

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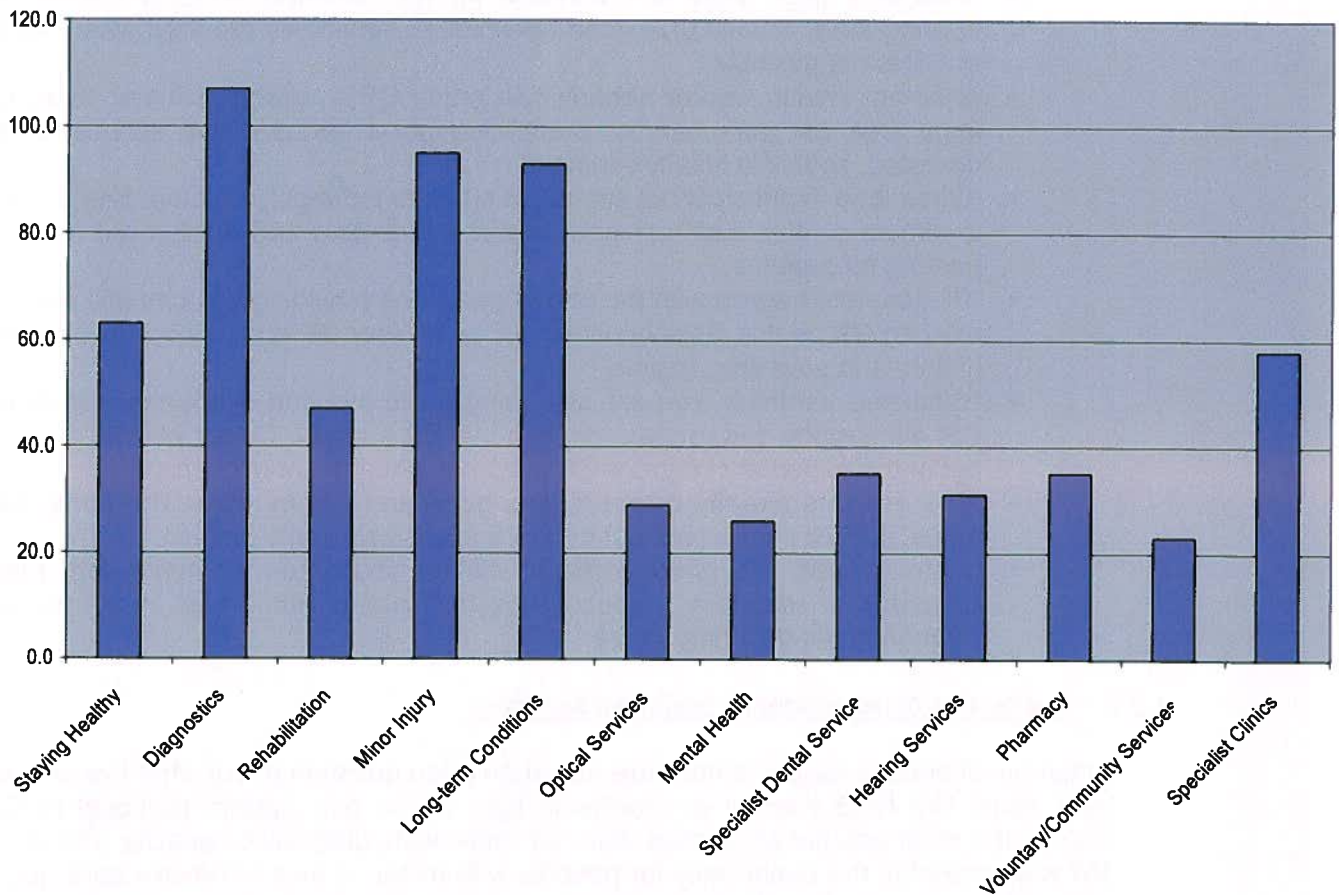
- "This is a good view and services for the residents of East Harrow and nearing area. Should give good health/NHS service as required when access to GP is not possible."
- "Belmont Health Centre already has many GP's registered there; there is a large free car park nearby; there is a good frequent bus service on the doorstep, so this is ideally situated."
- "Good idea in principal but site is too small to put a polyclinic on. Site car park is almost a total 'staff' car park and more doctors and nurses will mean no parking for patients."
- "Please note I agree with the above questions providing you can still see your existing GP as this gives continuity of care. Your GP knows you, your medical history and your drug regime."
- "Whatever we think, you are still going to do this and eventually our current GP will atrophy due to the reduction in NHS support. Clever plan to cut costs but at the expense of current GP practices and patient convenience."
- "The services already provided give good and nearby care. The polysystem model in East Harrow will not be more accessible in my opinion."
- "I am worried this good proposal will be scuppered by insufficient funds. Should the complete proposal not be carried out it will make present arrangements definitely worse."

3.2.2 The results of respondents' preferred services

When questionnaire respondents were asked an open question about what five services they would like NHS Harrow to provide in light of the poly-system proposal in East Harrow the most popular responses were for more tests/diagnostic capacity (chosen by 107 respondents); the opportunity for patients with minor injuries to receive care quickly and safely (chosen by 95 respondents) and help for those living with long term conditions (chosen by 93 respondents).

The chart below shows that respondents recognise the need for improved diagnostics in the community and they require access to minor injury facilities. It also shows that more community based treatment for long-term conditions is desired.

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3.3. Stakeholder Responses

Feedback from the following stakeholders was received by letter or e-mail. The PCT has responded to feedback or attempted to make contact to understand some of the comments in greater depth. The table below summarises the nature of the feedback, which is also produced in full within Appendix 1, with NHS Harrow's written responses contained within Appendix 2.

The table below outlines the nature of responses only:

Stakeholder	Nature of response
<p>██████████ Optnear Pharmacy Kenton Road Harrow</p> <p>17th March 2010</p>	<p>Strongly oppose the proposed structure of healthcare services in East Harrow. Patients have complained.</p>
<p>Lesley Williams Primary Care Strategy Executive LMC</p> <p>16th March 2010</p>	<p>Consultation process not properly managed. Inaccuracies in OBC and consultation paper that do not allow the public to make informed comments.</p> <p>Unfair to judge practice performance in Harrow without considering inequity in funding.</p> <p>QOF achievement scores inappropriately exaggerated.</p>

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	<p>Need assurance that funding can be met.</p> <p>Lessons should be learnt from Alexandra Avenue 'which has not resulted in cost savings'.</p> <p>Surveyors' report in OBC on premises is incorrect in part.</p> <p>Clinical practitioners should all be given the opportunity to have a stake and maximise 'buy in' which should have happened right from the development of the consultation proposals.</p> <p>The LMC is "supportive of redevelopment of the BHC provided this will not divert resources from the PCT that could be utilised for premises and service improvements for GPs across East Harrow".</p> <p>Local population is already appropriately served by walk-in services during extended hours.</p> <p>Development of another hub at Kenmore needs to be considered.</p>
<p>Fiona Wise Chief Executive NWLHT</p> <p>16th March 2010</p>	<p>The PCT's pre-consultation business case for East Harrow seeks to withdraw £45.2m from secondary care spend by 2014 which represents approximately a third of the Trust income from Harrow and compromises its longer term viability. Undermines our vision of being a strong Foundation Trust. Unable to fully support for this reason.</p>
<p>Janet Dady Harrow and District Group Diabetes UK</p> <p>3rd March 2010</p>	<p>Thanks the PCT for joining their meeting in February and are supportive of the poly system model.</p>
<p>Cllr Stanley Sheinwald Chairman Overview & Scrutiny Committee</p> <p>24th February 2010</p>	<p>Invitation to attend Overview & Scrutiny Committee meeting in June to discuss further.</p> <p>Welcome the shift of healthcare provision from acute to community if co-location of health & social care allows the public to access on one site.</p> <p>Very supportive of walk-in centres and polysystem model.</p> <p>Important to ensure that lessons learned from the evaluation of existing polyclinics are incorporated into future plans.</p> <p>Urge PCT to continue to work with the local authority around public sector assets (eg Total Place agenda).</p> <p>Seek clarification on variations in practice performance in East Harrow.</p> <p>Concerned PCT will 'discard' plans for second GP led health centre (encouraged to restore services at Kenmore Clinic).</p> <p>Strongly recommend engagement with key stakeholders.</p> <p>Question transport accessibility to hub and spokes and encourage the PCT to seek alternative options for vulnerable patients.</p>

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	<p>'The OBC cannot give definitive figures for the full cost of the polysystem and urge the PCT to undertake this modelling...seek assurances that the PCT is confident funding for the proposed development...can be met from savings delivered by the new way of working – services offered...will be at a lower tariff...'</p> <p>PCT to seek ways in which GP/other providers can develop Kenmore.</p> <p>Confident the PCT is engaging well.</p> <p>Suggest the use of <i>Harrow People</i> for Belmont publicity.</p>
<p>Barry Gardiner MP for Brent North</p> <p>27th January 2010</p>	<p>██████████ correspondence, including petition re. development of BHC as opposed to Kenton Bridge Medical Centre – 5th October 2009</p> <p>Kenton Bridge has a higher population density, spare capacity and there is a lack of public transport to Belmont Health Centre.</p> <p>The letter enclosed:</p> <ol style="list-style-type: none"> 1. Public notice from Kenton Bridge stating 'site is yet to be bought and then rebuilt'. 2. Letter opposing the development from Flat owners, ██████████
<p>Tony McNulty, MP Harrow East</p> <p>7th January 2010</p>	<p>Request that any decision about GP services in East Harrow work with NHS Barnet, Edgware Community Hospital and take full notice of decisions made by Northwick Park Hospital.</p>
<p>Lesley Williams Primary Care Strategy Executive LMC</p> <p>Pre-consultation</p> <p>27th November 2009</p>	<p>Insufficient time to comment on the draft Outline Business Case (OBC).</p> <p>Insufficient engagement with GPs. PCT's consultation with local practices to produce the OBC has not been adequate.</p> <p>Belmont Health Centre not cost-effective or accessible.</p> <p>OBC lacks historical and financial context. No evidence of advantages.</p> <p>'Dissatisfaction' with GP services in East Harrow is misleading and requires further evidence.</p> <p>Local health needs doesn't give a comprehensive picture.</p>
<p>Dr Golden, Dr Raja & Dr Abu (via Dr Levy LMC Member) Kenton Bridge Medical Centre Kenton Road Harrow</p> <p>Pre-consultation</p> <p>26th November 2009</p>	<p>Kenton Bridge has a number of advantages over Belmont Health Centre and as such should be given further consideration for development.</p> <p>Space is under used, the building is fully equipped, parking is good and we have a track record of providing additional services.</p>

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4. Equality impact assessment

A range of engagement methods were used to enable hard to reach groups to comment on our Polysystem proposal for East Harrow. Much of the feedback we gained face to face was about access and this will be incorporated into development plans.

5. Recommendations

The Board is asked to note and discuss the findings of the consultation on East Harrow and to decide whether to proceed with a final business case (FBC) for the redevelopment of Belmont Health Centre. Should the Board wish to pursue a final business case, a further Gateway Review and NHS London review process will be required, as will consultation with Overview and Scrutiny.

6. Acknowledgements

We wish to thank staff in the PPI, Communications, Service Improvement and Public Health teams for their support at public meetings and events. We would also like to thank the groups, societies and patient representatives that allowed us to come and speak to them about the consultation.

Appendices

Appendix 1 – letters received in response to the consultation

Appendix 2 – response letters from NHS Harrow

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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.

Financial

Equalities

Name: James Walters

Job Title: Director Development & System Management