

Hearing your views on urgent care centre opening times and location of GP 'hubs' in Hammersmith and Fulham

Public consultation closes 24 May 2019



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What does that mean?

We have tried not to use healthcare jargon in this document but if there is something you are not sure about, have a look at the glossary on page 11

About us

We are Hammersmith and Fulham Clinical Commissioning Group (CCG)

Clinical

we are made up of GPs and other healthcare professionals who understand your health needs and how to meet them.

Commissioning

we plan, buy and monitor the majority of local health services that you need and use, such as those from hospitals, community services and GP practices.

Group

we are an NHS organisation working on behalf of 29 GP practices in Hammersmith & Fulham. We also work closely with our neighbouring boroughs in North West London.



252,357 people are registered with a GP in Hammersmith & Fulham (as at October 2018)

Introduction

Dear resident,

Thank you for taking the time to read this document.

Making any changes to healthcare services is always hard but when money is tight those decisions become even more difficult. Our job is to provide you all with the best possible healthcare in the borough but also to stay within our budget.

This public consultation is about the opening hours of the urgent care centre at Hammersmith Hospital and also the number of GP 'hubs' we have that allow anyone registered in the borough to see a GP or nurse in the evening or weekend.

This consultation document is to tell you about what our plans are. It gives you information about the current services and talks about the impact of the proposed changes. We also set out how you can let us know what you think of the plans.

We are proposing the following:

1. To change the hours of the urgent care centre at Hammersmith Hospital from 24 hours a day 7 days a week, to 8am-midnight 7 days a week (closed overnight). (see pages 4 and 5)
2. To change the number of GP 'hubs' that allow anyone in Hammersmith and Fulham to access an evening or weekend GP or nurse appointment. (see pages 6 and 7)

It is really important that we hear what you think. We are very grateful to all the members of the public and our staff who have already provided their feedback and helped us develop the plans that we are now suggesting. Over the next few weeks, we will be out and about in the borough listening to your views. We hope that many of you will be able to take the time to come along to our events or send us your thoughts.

There is a lot more information on our website at:
www.hammersmithfulhamccg.nhs.uk/your-voice/consultations-and-events

We look forward to hearing your views.



Dr Tim Spicer

GP

Chair of NHS Hammersmith & Fulham CCG



Janet Cree

Managing Director

NHS Hammersmith & Fulham CCG

About Hammersmith urgent care centre

PROPOSED CHANGE: Change the hours of the urgent care centre at Hammersmith Hospital from 24 hours a day 7 days a week to opening at 8am and closing at midnight each day. A 24 hours a day 7 days a week urgent care centre would still be available in the borough at Charing Cross Hospital.

What is an urgent care centre?

- Urgent care centres are for minor illnesses and injuries that are urgent but not life threatening.
- You can just walk in. You do not need an appointment.
- They are run by GPs and nurses.
- In Hammersmith and Fulham there are two urgent care centres - one at Charing Cross Hospital - one at Hammersmith Hospital. Both are currently 24/7.

Hammersmith & Fulham is the only borough in North West London to have two urgent care centres and they are two miles apart.

Hammersmith urgent care centre is in the north of the borough at Hammersmith Hospital. The hospital does not have an A&E so anyone who arrives and needs A&E treatment, is transferred to another hospital.



Nearly 33,000 patients were seen at Hammersmith urgent care centre last year
Just 48 people a week came in between midnight and 8am last year
In 2017/18 the busiest night saw 18 patients - the quietest saw 1 patient

80% of those attending overnight are aged between 20 and 64, with the majority aged under 44



Overnight around seven people a week are referred to an A&E for further assessment by a specialist hospital doctor



On average, 4 patients a week overnight need investigation or treatment compared to 85 patients a week in the day

Around 9 out of 10 patients at night are sent home with no investigations. Most people were only given advice or simple medication



Doctors feel that the appropriate care for over 60% would have been to contact their GP the next day



There are 4 members of staff employed overnight



No one arrived by ambulance over night

It costs around **£600,000** a year to open the urgent care centre between midnight and 8am

What would this mean for patients?

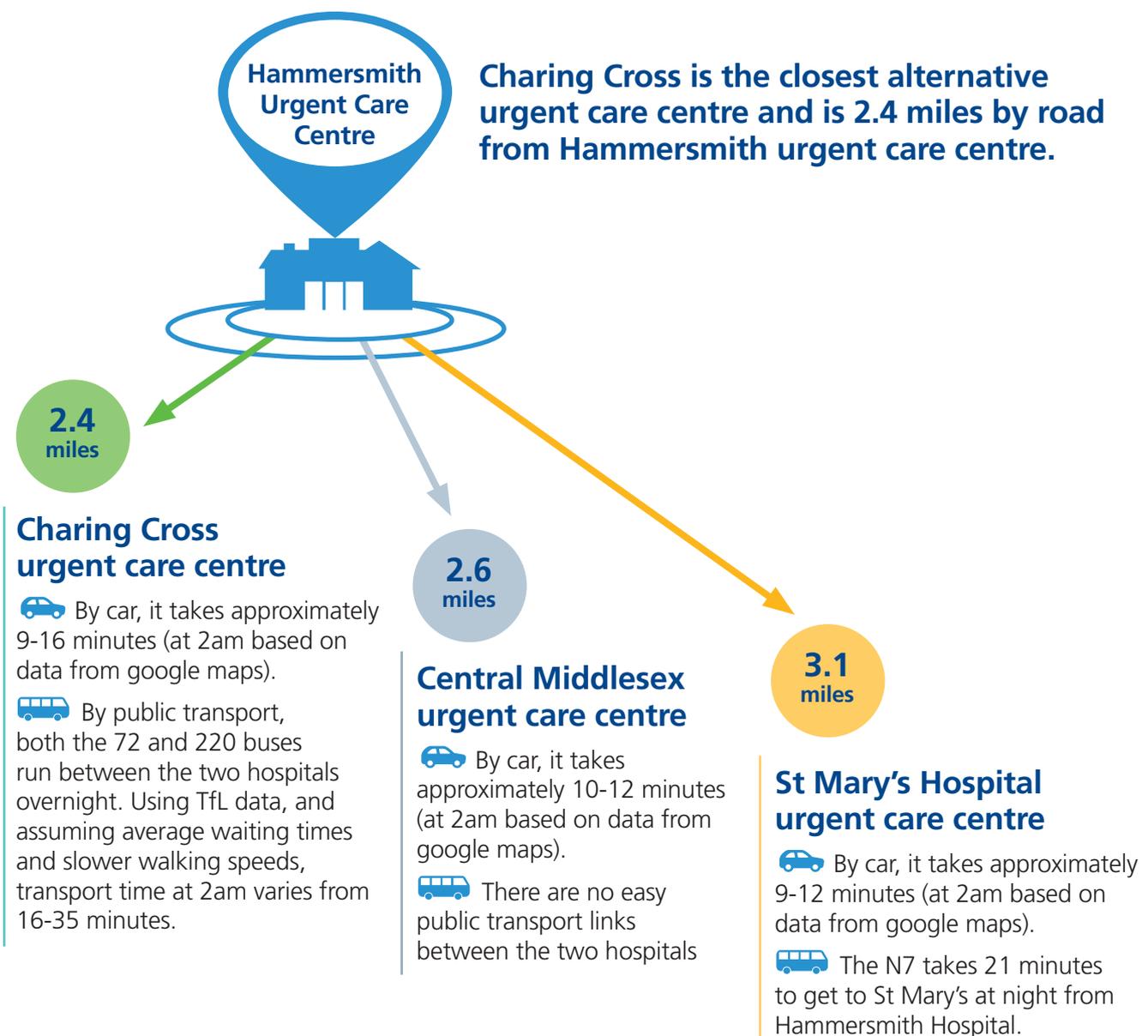
Hammersmith urgent care centre would no longer be open 24/7. It would be open from 8am-midnight, 7 days a week. This means it would be closed overnight.

The majority of people currently attending at night do not need to be seen at an urgent care centre so could seek advice through 111, a pharmacy or by arranging a GP appointment.

For patients who need to go to an urgent care centre. The nearest would be Charing Cross, Central Middlesex or St Mary's. See below for travel options to these locations at night.

The London Clinical Senate – the leading group of health professionals in London – has told us that it believes this proposal is safe for patients.

Overnight travel



About GP 'hubs'

PROPOSED CHANGE: To reduce the number of GP 'hubs' in the borough. We will continue to provide evening and weekend appointments to anyone registered with a GP in the borough and we will make sure the number of appointments available meets the current demand.

What is a hub?

- A hub is a GP practice that offers bookable appointments, at certain times, to any patients who are registered with any GP in the borough.

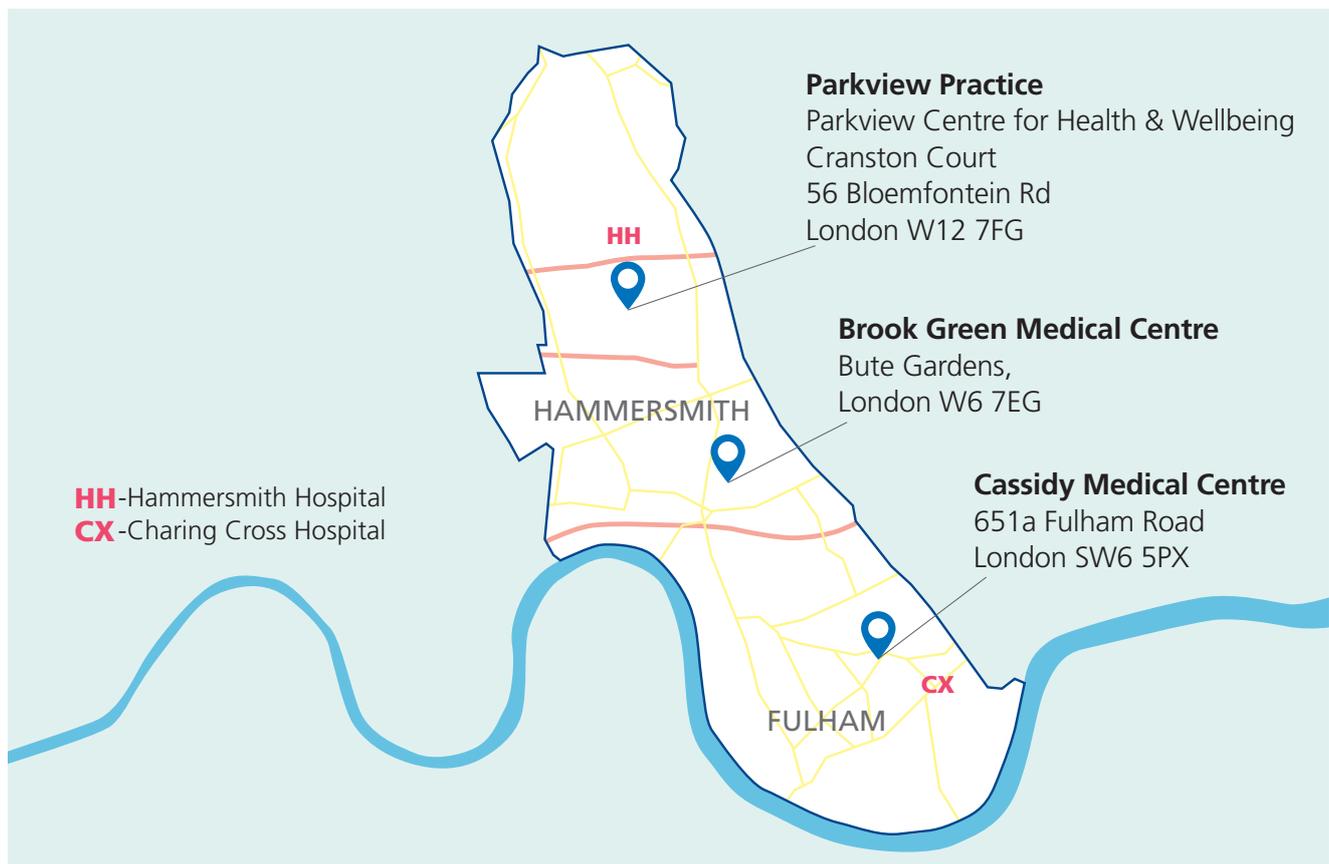
Many of our GP practices already offer GP and nurse appointments in the evenings and at weekends, but not all do.

We feel it is essential that everyone has access to out of hours appointments regardless of what their own GP practice provides.

In Hammersmith and Fulham, we've made sure anyone registered in the borough can make an evening or weekend appointment with a GP or nurse at one of our 'hubs'.

Currently we have three practices which operate as hubs. These practices provide bookable evening and weekend appointments to patients from any GP practice in the borough. You can book by calling your own GP practice or 111.

Only 72% of the out of hours appointments are used.



	PROS	CONS
<p>Option A</p> <p>No change – keep three hubs and 357 appointments a week</p>	<ul style="list-style-type: none"> • Three hubs evenly distributed across the borough • ‘Spare’ appointments 	<ul style="list-style-type: none"> • Wasting money by paying for unused appointments • Only 72% of appointments used • No financial savings
<p>Option B</p> <p>Two hubs</p> <p>Reduce number of appointments in line with demand.</p> <p>Currently that would mean 270 appointments a week would be available in the evenings and weekends.</p>	<ul style="list-style-type: none"> • Financial savings of approximately £220,000 • Appointments match current demand 	<ul style="list-style-type: none"> • Reduced number of appointments • Fewer locations mean some people will have further to travel for an appointment at a hub
<p>Option C</p> <p>One hub</p> <p>Reduce number of appointments in line with demand</p> <p>Currently that would mean 270 appointments a week would be available in the evenings and weekends.</p>	<ul style="list-style-type: none"> • Maximum financial savings – over a quarter of a million pounds a year (£265,000) • Appointments match current demand 	<ul style="list-style-type: none"> • Reduced number of appointments • Single location means some people will have further to travel for an appointment at a hub

Hammersmith and Fulham CCG prefer option C – moving to a single hub location - as we believe it provides the best balance between financial savings and providing the right level of care for our residents. By having a single hub, we can still provide enough appointments to meet the current demand for any patients registered in the borough to have an out of hours appointment at a hub, but we can also make the maximum financial savings.

What would this mean for patients?

We would still be offering appointments from 8am-8pm seven days a week at a hub for anyone registered with a GP in the borough

We would meet current demand for those appointments

If there were a reduced number of hubs, this would mean some people would have further to travel for an appointment at a hub.

	Currently available	Currently used	Proposed appointments
Number of hub out of hours appointments	357	257	270

What we have already heard

To help develop our ideas, we have been talking to people across the borough. We have heard from residents, the council, patient representatives, Healthwatch, the Health and Wellbeing Board, the London Clinical Senate, NHS England, local GP practice staff and many more. We heard a range of views about GP appointments, urgent care centres and how we should consult the public. This has all fed into our work and we have summarised those comments here.

Out of hours appointments

- "Not really sure how I would book these appointments"
- "Don't want NHS 111 to be main point of access"
- "Should be able to make an appointment directly with a 'hub'"
- "Phone lines get really busy"
- "Lack of appointment choice"
- "Need better directions if appointment isn't at your surgery"

Urgent care centres

- "Might take weeks to get GP appointment so I use the UCC instead"
- "Need to look at how easy it is to travel to other places"
- "Is a UCC the same as A&E?"
- "Didn't know the UCC was open overnight"
- "Prefer Charing Cross UCC as more transport options to get there"

How to consult

- "Make information clear and simple"
- "Make it clear if this is financially driven"
- "Make sure listen to seldom heard groups"
- "Need different formats for people"
- "Lots of face to face engagement"
- "Information available online"
- "Go to different community events"



Have your say

We want to hear what you think about our proposals.

You can fill in this page and send it back to us, you can email us or you can go online:

Post: FREEPOST HEALTHIER NORTH WEST LONDON

Email: hafccg.engagement@nhs.net

Online: www.hammersmithfulhamccg.nhs.uk/your-voice/consultations-and-events

Hammersmith Urgent Care Centre

1. Have you used Hammersmith urgent care centre between midnight and 8am in the last 12 months? Yes No
2. Is Hammersmith Hospital your nearest urgent care centre? Yes No
3. The CCG wish to close the urgent care centre at Hammersmith overnight to save money as it has very few people using it and there are other services nearby. What do you think about this plan?

4. If it were to close overnight, do you feel there is enough alternative care for those who currently use it overnight? Yes No
5. Do you think there are any travel issues to get to alternative services? Yes No
If yes, please explain what these issues are. _____

Hubs

6. What is your preferred option for the number of hubs in Hammersmith & Fulham?
 A – 3 hubs B – 2 hubs C – 1 hub
Why have you chosen that option? _____

7. What are the three most important things for you in regards to location of hub(s)?

Tick your three boxes:

- | | | |
|--|---|---|
| <input type="checkbox"/> Central to the borough | <input type="checkbox"/> North of the borough | <input type="checkbox"/> South of the borough |
| <input type="checkbox"/> Large number of public transport links | <input type="checkbox"/> Parking on site | <input type="checkbox"/> Other |
| <input type="checkbox"/> Other services available on the same site (e.g. urgent care centre, or nearby pharmacy) | | |

Other (please specify) _____

Generic

8. Is there anything about the proposals that you feel would have a more positive or negative effect on you, and if so why?

9. Do you have any further comments, concerns or ideas about the changes being proposed?

10. Are you:

Resident Local healthcare staff Other (please specify) _____

11. How did you hear about this consultation?



Equalities monitoring

Gender: Male Female
 Other Prefer not to say

If you prefer to use your own term,
please specify here: _____

Is your gender identity the same as the gender you
were originally assigned at birth

Yes No Prefer not to say

Age group:

Under 18 18-24 25-34 35-44
 45-54 55-64 65-74 75 or over
 Prefer not to say

Sexual orientation:

Heterosexual/straight Lesbian/Gay Women
 Gay Man Bisexual Prefer not to say

If you prefer to use your own term,
please specify here: _____

Religion or belief:

No religion Buddhist Christian
 Hindu Jewish Muslim Sikh
 Prefer not to say

Other (please state) _____

Race/Ethnicity?

Using the following classifications, how would you
describe your ethnic origin.

White:

White British Irish Gypsy/Irish traveller
 Polish Other white background
 All white groups

Mixed:

White and Black Caribbean White and Black
 African White and Asian
 Other mixed background

Asian or Asian British:

Indian Pakistani Bangladeshi
 Other Asian background All Asian groups

Black or Black British:

Caribbean African
 Other black background All Black groups

Other:

Somali Irish traveller Romany Arab
Other ethnic group (please describe below)

Prefer not to say

Do you consider yourself to have a disability, long-term illness or health condition?

Physical disability Yes No

Sensory disability Yes No

Speech and language difficulty Yes No

Learning difficulty Yes No

Autism Yes No

Diagnosis of Cancer, HIV+
or Multiple Sclerosis Yes No

Other progressive disabilities Yes No

Mental health issues Yes No

Hidden disability such as
Epilepsy or IBS Yes No

Other (please specify) _____

Do you have caring responsibilities?

Yes No

If yes, please tick all that apply:

Primary carer of a child/children (under 18)

Primary carer of disabled child/children

Primary carer of disabled adult (18 and over)

Primary carer of older person

Secondary carer (another person carries out the
main caring role)

Prefer not to say

Pregnancy

Are you currently pregnant or have you given birth
in the last year?

Yes No Prefer not to say

Language

Please state your commonly spoken language

Please provide your email address if you
would like to be kept up to date with this
consultation



Next steps

During the consultation, we will be out and about across the borough listening to your views. You can keep up to date with what events are taking place here:
www.hammersmithfulhamccg.nhs.uk/your-voice/consultations-and-events

The consultation closes on 24 May 2019.

Once the consultation is closed we will bring all the feedback together and take time to listen to everything we've heard.

The results of the consultation, along with our final proposals will go to the Hammersmith and Fulham CCG Governing Body meeting in public on 11 June 2019 for them to make a final decision.

Glossary

GP/ General Practitioner Your local doctor, who can help you with a whole range of health problems and refer you for specialist care or assessments if you need it. GPs usually work in practices as part of a team that includes nurses and other healthcare professionals, such as pharmacists.

Healthcare professional Someone that is qualified to diagnose, treat and prevent illness, injury and other physical and mental conditions. Doctors, nurses, physiotherapists, healthcare assistants and pharmacists are all collectively known as healthcare professionals.

Primary care Care provided by GP practices, dental practices, community pharmacies and high street optometrists. It is many people's first (primary) point of contact with the NHS. Around 90% of patient interaction is with primary care services.

Hubs A hub is a GP practice that offers bookable appointments, at certain times, to any patients who are registered with any GP in the borough.

Urgent care centre Urgent care centres are for minor illnesses and injuries that are urgent but not life threatening.

Out of hours appointments These are appointments with your GP or a nurse in the evening or at the weekend.

Contact us

Email: hafccg.engagement@nhs.net

Post: FREEPOST HEALTHIER NORTH WEST LONDON

Online: www.hammersmithfulhamccg.nhs.uk/your-voice/consultations-and-events

Translations and other formats

This document is available online in a range of languages and audio. If you require Braille, or large print, please contact us.

Where to get help in Hammersmith and Fulham



Online

Our Health Help Now app provides medical advice that has been approved by local doctors and nurses. It also lets you see the closest places to your current location where you can get help.



Pharmacy

Your local pharmacist, or chemist, is highly trained.

They can offer advice and suggest medicines or treatments for a range of common problems such as coughs, colds, upset stomachs, aches and pains.

You should dial 111 when you need advice or medical treatment, and you cannot wait for an appointment to see your doctor.



NHS111

111 is free to call and is open 24 hours a day, 7 days a week, 365 days a year.

When you call 111, you will speak to an adviser from the NHS 111 team. The team has trained advisers, nurses and GPs who can help you. They will ask questions to find out what help you need.



GPs

There are 29 GP practices in Hammersmith and Fulham.

To see a GP or nurse at your doctor's surgery you will need to be registered and then make an appointment.

Appointments are available from 8am to 8pm, seven days a week, although they may be at a nearby surgery rather than your own.

GPs have access to your medical records so they can see all your health needs. When you see your GP they can:

- Provide advice on physical and mental health problems
- Provide diagnosis and treatment for a range of conditions
- Help you with long term care
- Arrange referrals to hospital specialists and community based services when necessary



Urgent care centres

Urgent care centres are for minor illnesses and injuries that are urgent but not life threatening, such as sprains, minor burns, cuts, infections or minor broken bones.

There are two in Hammersmith – one at Hammersmith Hospital and one at Charing Cross Hospital.

You can just walk in. You do not need an appointment.

They are staffed by GPs and nurses with specialist skills in urgent care. Urgent care centres are for patients whose conditions are urgent enough that they cannot wait for a GP appointment, but who do not need emergency treatment at A&E.



Accident and Emergency

A&E is for people with major, life-threatening illnesses and injuries such as breathing difficulties, chest pains, bleeding that won't stop or badly broken bones.

The A&E department is at Charing Cross Hospital and is open 24/7. You do not need an appointment.

In A&E you will be seen by specialist emergency doctors and nurses.



In an emergency, dial 999

An ambulance crew will start treating you as soon as they arrive and they will then take you to the right hospital for your condition, to ensure you get the best possible treatment.