

Primary and urgent care proposals

**Decision making business case
appendices**

Appendix 1: Engagement and consultation information

Summary of pre-consultation engagement interactions with Hammersmith and Fulham Local Authority and Political Stakeholders

Date	Engagement
1 August 2018	<p>Conference call took place to brief on the plans to engage around possible changes to extended hours and weekend plus provision in the borough. Those present on the call were:</p> <ul style="list-style-type: none"> • Cllr Coleman (Cabinet Member for Health and Adult Social Care) • Lisa Redfern (Director of Adult Social Services) • Martin Calleja (Head of Health Partnerships) from the London Borough of Hammersmith & Fulham
9 August 2018	<p>CCG responded to a subsequent letter from Cllr Coleman detailing the CCG's decision to engage and consult on the extended hours, weekend plus and Urgent Care Centre contracts at the same time. The letter proposed that a paper be taken to their health scrutiny committee. A paper was subsequently taken to the 4 December 2018 health scrutiny committee.</p>
2 August/4 October 2018	<p>Discussions took place at the Hammersmith and Fulham CCG's Patient Reference Group in August and October 2018. This group includes both Cllr Quigley and representatives from Save our Hospitals in its membership. Both Cllr Quigley and Save Our Hospitals representatives were present for the October 2018 meeting.</p>
12 October 2018	<p>Hammersmith & Fulham CCG Managing Director, Head of Engagement and Director of Communications met with the Chair of the local Scrutiny panel and the Lead Councillor for health to outline the proposals, the clinical assurance process and agree the outline for the Scrutiny meeting item in December 2018.</p>
4 December	<p>The CCG presented a detailed paper at the Hammersmith and Fulham Council Health, Inclusion and Social Care Policy and Accountability Committee (HASPAC) and requested specific input on the approach to consultation.</p>
11 December	<p>CCG responded to a letter from Andy Slaughter which addressed the plans to bring forward proposals on urgent and primary care. The paper presented to the Hammersmith & Fulham HASPAC was shared with Andy Slaughter MP, in lieu of a meeting which had to be cancelled due to the Brexit debate.</p>
19 December 2018	<p>CCG received a letter from HASPAC with supplementary questions following the earlier scrutiny meeting. The CCG sent a letter in response to this on the 15 January 2019.</p>
January 2019	<p>CCG sent information to Councillors and MPs across Hammersmith & Fulham and neighbouring constituencies which are in the catchment of Hammersmith UCC. This provided an update on the proposals, a copy of this document and requested input into the consultation process.</p>
January 2019	<p>A letter was sent to Hammersmith & Fulham Health and Wellbeing Board to provide an update on proposals, a copy of this document and</p>

	a request input into the consultation process and request time on the agenda for 30 January meeting.
February 2019	The CCG requested an opportunity to consult formally with the HASPAC in February 2019 on the proposals. The CCG consulted formally with the PAC on 7 May 2019.

Summary of pre-consultation engagement events with Hammersmith and Fulham residents, patients, carers and community groups in Hammersmith and Fulham:

Number	Event	Date	Number of attendees
1	Hammersmith and Fulham Patient Reference Group	Thursday 2 August	19
2	Primary and urgent care access workshop	Tuesday 21 August	20
3	Hammersmith and Fulham – Community Champions Summer Fair	Saturday 1 September	40
4	Healthwatch Enter and View at Hammersmith Hospital Urgent Care Centre	Thursday 20 Sep and Friday 5 October	15
5	Kick it/Healthy Hearts	Saturday 22 September	30
6	Hammersmith and Fulham Patient Reference Group	Thursday 4 October	16
7	Session with Action on Disability group	Friday 5 October	9
8	Education and Youth – World Mental Health Day	Wednesday 10 October	8
9	Stall at Age UK event	Friday 19 October	20
10	QPR Community Trust's weekly older people's club	Wednesday 7 November	18
11	Patient Participation Group Leadership training	Thursday 8 November	30
12	Bayonne and Field Road Community Champions – yoga session	Wednesday 14 November	15
13	Community Champions winter health event	Thursday 15 November	25
14	Age UK - Health Wellbeing Forum meeting	Wednesday 21 November	32
15	Community Champions, Mental Health event	Wednesday 21 November	12
16	Youth Take Over Day	Friday 23 November	15
17	Addison Community Champions winter event	Wednesday 5 December	24

18	Patient Reference Group	Thursday 6 December	22
19	HeadsUp (mental health service user involvement panel)	Wednesday 19 December	12

Pre-consultation engagement feedback from residents, third sector providers and GP practice managers.

This feedback was gathered during pre-consultation engagement events, including a workshop on 21 August with local residents, third sector providers and practice managers.

You Said	We Did
<p>“In favour of having multiple access routes to care (telephone, walk in, face to face, digital) with one patient representative noting that ‘one size does not fit all.’” Proposals cover a digital offer to cover UCCs and primary care, to expand access options</p>	<p>The digital element of the consultation was removed.</p>
<p>“We need to know why people are going to the UCC rather than making a GP appointment.”</p>	<p>Pre-consultation engagement questions include asking whether people have tried making a GP appointment before using UCC, and why they use the UCC</p>
<p>“Not happy for NHS 111 to be the main access point into extended hours as it doesn’t operate well enough”</p>	<p>This element has now been removed from the consultation</p>
<p>“North of the borough has greatest health inequality and services should reflect this e.g. Emergency Department in north of borough”</p>	<p>Engagement strategy includes ensuring that we engage at plenty of events located in the north of the borough and cover a range of outreach activities including homeless hostels, St Mungo’s</p>
<p>“Should expand online content so that you can get video consultations from your own GP practice, or in a way which does not require de-registering from your current GP practice. Have this be accessible via app. Shouldn’t have to de-register from your own practice and join GP @ Hand to get this service.”</p>	<p>The digital element of the consultation was removed.</p>
<p>“How confident are we that technology will improve experience, safety and accommodate different demographics?”</p>	<p>The digital element of the consultation was removed.</p>
<p>“What services are available locally need better promotion as people don’t know about it – via Public and Patient Group’s and other routes.”</p>	<p>Proposals cover the need for a less confusing, more integrated and streamlined offer in Hammersmith and Fulham. Advertising what is available will be supported by a local signposting campaign the CCG is planning for early 2019 with the Queen’s Park Rangers FC, to raise the profile of local services and 111. The CCG is also delivering leadership training to PPG and potential PPG members.</p>

Table of pre-consultation engagement interactions with Hammersmith and Fulham
GP Practices

Date	Engagement
13 August 2018	Information on the primary and urgent care access review was shared with GP practice staff via the CCG's weekly newsletter
17 January 2019	In PCBC talks about CCG presenting info at 'the member's meeting. Information was subsequently presented by the CCG at the 17 January members meeting
8 August 2018	Presentation on the consultation at the Northern Primary Care Network meeting
20 August 2018	Presentation on the consultation at the Central Primary Care Network meeting
23 August 2018	Presentation on the consultation at the Southern Primary Care Network meeting
January 2019	A further update on proposals and consultation approach was shared in letter to practices in early January

'You Said, We Did': Consultation Document Feedback – from Healthwatch

The Hammersmith and Fulham Healthwatch Local Committee met on the 9th January to discuss the pre-consultation business case document published on the H&F CCG website on the 8th January. The comments from the discussion along with further ones collected by emails from the members of the Committee are outlined below:

Area	You Said	We Did
Language	Jargon free language.	Reviewing document to make sure jargon removed. Including a glossary as well.
	Clear Urgent Care question on one page and then on the adjacent page, lay out why we are asking that question.	We have to balance this with a need to keep the number of pages low. We have combined the question and explanation as to why we are asking that question on the same page. We have separated each section with headings and coloured boxes.
	Be careful not to lead or make assumptions in the questions - some of them seem leading.	We have changed questions where possible to make them less leading. E.g. "What do you think about this plan" on page 9
	This is where we are, these are the changes, these are the questions.	We have simplified sentences to mirror this writing style where possible. E.g. proposed change box on page 4
	Add more open questions, as this will ensure more time for analysis.	The questions have been changed to ensure that they are open ended e.g. "What do you think about this plan?" or "Why have you chosen that option?" See page 9
	Avoid patronising language 'we've spent so much time already talking to you' - rephrase - e.g. 'A wide range of local residents have already generously given of their time and views to help inform the consultation'	We have amended this language in line with feedback. See p8 "we have been talking to people across the borough"
	Also add in assurance around how much scoping and impact assessment has already been done	Also page 3 "we are very grateful to all the members of the public and our staff who have already provided their feedback" All of the scoping and assurance work is outlined in our pre-consultation business case
There is a lot of repetition in the consultation document. Remove	The unnecessary repetition has been removed	

	<p>repetitions for the final version</p> <p>These questions need to be relatable to people. A simplified sentence structure could read: "Proposal is to do X because of Y and this is how it would affect you.</p>	<p>The Urgent Care Centre language has been simplified to make it easier to read. E.g. "Hammersmith urgent care centre [...] would be open from 8am – midnight, 7 days a week. This means it's closed at night." See page 5</p>
	<p>You shouldn't have to go page 13 to find out why I'm being asked to read this leaflet.</p>	<p>Reference to the proposed changes is made on the third page. This makes it clear what will then be asked later on during the 'Have Your Say' section (moved from page 13, now page 9).</p>
	<p>Make the implications issues clearer and more honest and transparent for residents and implications - what will happen if we don't have this service. Be clearer on costs.</p>	<p>We have included information on how much the CCG will save if the Hammersmith urgent care centre is closed. We have also included information on the alternative care arrangements that would be in place for both the Weekend Plus Hubs and the UCC.</p>
Formatting	<p>In an appendix can we evidence facts and figures about the pre-consultation engagement?</p>	<p>It is not good practice to include appendices in a consultation document. This information is captured in the publically available pre-consultation business case.</p>
	<p>An index would be helpful.</p>	<p>We have included a contents on page 2</p>
	<p>Increase font size to 14 for visually challenged. Also soften the outline of the boxes</p>	<p>We took note of the feedback and ensured in the final design stage that font size was large and the outline of boxes was not over emphasised.</p>
	<p>Include softer edges for page 3, with more colour and visuals to encourage people to be drawn to answer later questions.</p>	<p>Page 3 has now moved to page 2, and includes softer speech bubble shapes, and a brightly coloured icon of Hammersmith and Fulham residents.</p>
	<p>Don't print white on a dark colour. Instead use pale background colours. Include:</p> <ol style="list-style-type: none"> 1. accessible formatting 2. bright colours on white 	<p>The updated version with design elements took on board this colour guidance. The documents have a white background with black writing, and brightly coloured images.</p>
	<p>On page 7, the appendix circular in quotation marks rather than harsh squares - ensure we show we spoke to real people to inform consultation.</p>	<p>The squares were removed. There is a section on the website about how we have engaged further with residents</p>
	<p>Ensure the document is very visual - people are time pressured.</p>	<p>As a result, we have added more visuals to the document, including maps, coloured speech bubbles, colourful icons and highlighted boxes.</p>

	Are the two service change decisions interdependent? Make it clear whether or not there is a dependency between decisions on urgent care and weekend plus hubs.	We have split the two service changes onto separate pages. This is to make it clear that they are independent decisions, separate from each other.
	You shouldn't have to go page 13 to find out why I'm being asked to read this leaflet.	Reference to the proposed changes is made on the third page. This makes it clear what will then be asked later on during the 'Have Your Say' section (moved from page 13, now page 9).
	Information about the changes and proposals need to come sooner than page 8. Some people will give up before they get to page 8.	We have re-designed the document to make the consultation detail earlier. The information about what we've already heard and where to get help is now later in the document
	I really like page 5 with helps to explain the potential changes. You could change the content into bullet points or an easier format.	The potential options for the Weekend Plus Hubs have now been re-designed into bullet points, split into option A, B and C. See page 7.
Have your Say – Feedback Form	The questions on travel implications are very important.	Questions around travel implications have been included on the feedback form page 9
	In the 'generic' section, make sure you provide enough space for this section and add a big enough box!! This is the most important bit.	We have made sure that the final design includes space to capture generic feedback.
Equalities form	The equalities form asks for your 'age group', those who are uncomfortable disclosing this can tick 'prefer not to say'	Relevant to know if the person feeding back is at working age or not.
Finance	Add more information about the negative impact of making these cost savings.	Information on the negative impact is captured on page 7 "some people would have further to travel for an appointment at a hub"
	We have concerns about how we prioritise our spend (we will want to comment on this as part of the consultation)	This consultation is not to address how the CCG should spend its annual budget. Instead, it's on specific service change proposals. We have included information on the CCG financial drivers relating to these specific service changes, to make it clearer
Digital offer	There are references to digital service changes - but we thought digital wasn't part of this consultation. The scope of the consultation is large and it's very confusing for the public.	Digital service changes were originally included in the consultation. However, we can see that the number of service changes we're consulting on could be confusing. For this reason we have

		removed the digital element from the consultation.
Urgent Care Centre (UCC)	Make sure you ask why individuals used the UCC. Also ask them where they would seek help if the UCC was closed, Where would you go instead?	The document has limited space, and so we can't include information here about why individuals use the UCC. This information is available online in our pre-consultation business case. On page 5 we have included information on where individuals could go overnight if the UCC is closed.
	Do you agree that closing it overnight is a sensible cost saving? Add information on why the CCG are proposing closure overnight.	This phrase has been amended and incorporated into question three of the feedback form. "The CCG wish to close the urgent care centre at Hammersmith overnight to save money
	Why are there no details on A&E at St Mary's? It is useful to know this information At least explain why you are just showing Charing Cross route.	Additional information has been added on getting to St Mary's and Central Middlesex Hospital Urgent Care Centres.
	We want to know why people aren't using the Urgent Care Centre overnight. Add information on this.	This information is captured in our publically available pre-consultation business case
	Explain why the document only lists directions to Charing Cross and not Hammersmith Hospital directions.	The documents have been amended to include St Mary's and Central Middlesex Hospital as alternative travel options. It doesn't include Hammersmith Hospital as this is about understanding the impact if Hammersmith Hospital Urgent Care Centre wasn't there overnight.
GP Out of Hours questions/ Weekend Plus Hubs questions	Explain what hubs exactly are, and a map of the hubs.	A definition has been included about what a hub is on page 6. In addition a map of the hubs has been added, with their full address listed, as well as indicators of where Charing Cross and Hammersmith Hospital sit.
	Include clarity on what the impact of reducing the weekend plus hub will have. For example, include information about 'you will no longer have to or be able to do this' - about appointments. Reassure people as to what will still be available to them no matter what.	Additional information has been added on page 7. This information is about what impact the weekend hub changes would have on the remaining weekend appointments. "We would still be offering appointments from 8am to 8pm seven days a week at a hub for anyone registered in the borough."

	<p>Explain hubs and what they are. Include information on the impact that the reduction of hub appointments would have. Also add information on the numbers of appointments used, rather than %s. E.g. 1 in 20 appointments are not used.</p>	<p>We have removed percentages and replaced with the following information:</p> <ol style="list-style-type: none"> 1. Number of appointments currently available 2. Number of appointments currently used 3. Proposed new number of appointments
	<p>On page 4, the second proposal either needs to be clearer. The reference to the number of nationally mandated weekend appointments expected in each CCG, and the information on the local offer, is confusing.</p>	<p>We have removed the references to the nationally mandated number of appointments.</p>
	<p>On page 4 the second proposal needs to be clearer. It's really hard to understand and it doesn't feel like it relates to what we've discussed in previous engagement.</p> <p>On page 4 the wording needs to be clearer about extended hours</p>	<p>This information now sits on page 7, and has been simplified into three options A, B and C. See page 7</p> <p>A definition of 'out of hours' has also been added to the glossary on page 13.</p>
Generic	<p>Create a clear framework make it clear which bits are formal consultations and which bits are engagement. Put a statement and divide out formal consultation and what is just engagement</p>	<p>All engagement and related feedback in the document is part of the formal consultation process. There is no engagement that will be included in the document that isn't part of the formal consultation.</p>
	<p>You need to manage public anxiety around the fact that once something goes, nothing is put in its place</p>	<p>We added the alternative care that is in place once the services would go. These are outlined on page 5 and page 7.</p>
	<p>There is a real fear around the changes being proposed. The document needs to show what people will still be able to access if these proposals are taken forward</p>	<p>An additional section has been included on page 7 "what would this mean for patients?" This outlines what people can still access if the changes go ahead.</p>
	<p>Add to the glossary and footnotes or text box a definition of out of hours: 'when we say out of hours we mean X'</p>	<p>This has been added to the glossary, on page 11.</p>
	<p>On page 7, you need to add information around how previous residents' input has got us to the current NHS service position. This ensures assurance throughout</p>	<p>The document doesn't have enough space to capture this information. More detail about how residents have shaped NHS services so far are included in the publically available pre-</p>

		consultation business case.
	The 'what we've heard' section should be an appendix at the back of the document	The 'what we've heard' section has now been moved further to the back of the document. However, there will be no appendices. This information can also be found online in our pre-consultation business case.
	<p>Include a section called 'You said we did' - e.g. Pride in practice, PPG support, reassurance that we've done the work and got the info link to PCBC and reference other work that's been done.</p> <p>Include reference to the fact that the documents have been developed with patient representatives.</p>	<p>There is a limited amount of space in the consultation document so we do need to prioritise the consultation itself. Unfortunately there isn't room to include a 'You said, we did' section. However this information is available on the online publicly accessible pre-consultation business case.</p> <p>On page 7, reference is made to resident's input "To help develop our ideas, we have been talking to people across the borough"</p>
	<p>Make sure we include who we engage with and consider engaging and consulting beyond the usual suspects</p> <p>Include mental health groups in the 'you said we did'. These changes are very anxiety provoking for people with mental health issues.</p>	<p>The consultation document has information on who we've engaged with in the pre-consultation engagement events. See page 8</p> <p>The groups we are engaging with during the consultation process are available on our website. Our engagement includes meeting with mental health groups.</p>
	<p>Advertise 'you said we did' separately alongside consultation document.</p> <p>Send it as a separate newsletter at same time as consultation documentation. With the good news.</p>	<p>We are sharing the 'you said, we did' information in the pre-consultation business case, which is available on our website. A large amount of information is already being shared, so we are not separating the 'You said, we did' document out further.</p> <p>We are also sharing this information at our NHS Hammersmith and Fulham Consultation 'Equalities Workshop' on the 10th May.</p>
	Bring in clinical leads and GPs to answer queries.	We have clinical and operation leads coming out to do the engagement where possible.
	Libraries put information and	We have distributed materials about

	<p>consultation doc in the libraries</p>	<p>the consultation to neighbouring CCG libraries and our own Hammersmith and Fulham library. We are also holding stalls at Hammersmith and Fulham libraries, where people can come and talk to us about the proposed changes. Information about these events is available on our website.</p>
	<p>It is reassuring to have confirmation of what will stay and what we will honour. E.g. X will remain, and you can access Y. Doing this will give the consultation credence</p>	<p>For the Weekend Plus Hub changes, a section has been included on page 7 “what would this means for patients?” This outlines what people can still access if the changes go ahead.</p> <p>For the Urgent Care Centre changes, a section has been included on page 5. “What would this mean for patients?” This outlines what people can still access if the changes go ahead.</p>
	<p>There is too much info, this needs to be cut down.</p>	<p>We tried to balance the extra information requested, with the need for a shorted document. Where possible, information that was cut from the document has been added to the website</p>
	<p>Healthwatch can tell what should and shouldn't be a formal consultation</p>	<p>The scope of the consultation has been previously agreed, as part of the NHSE assurance process. In this instance, the scope cannot be changed.</p>
	<p>Can you provide a timeline for the consultation</p>	<p>The timeline is available on our website. This was made available as soon as we had gone through the NHSE assurance process. We also upload to our website, any upcoming events that residents and staff can attend.</p>

Table of pre-consultation engagement with other Hammersmith and Fulham Stakeholders e.g. Healthwatch

Date	Engagement
25 July 2018	CCG's engagement lead and Deputy Managing Director met with Healthwatch representatives to discuss engagement with young people. As part of this discussion, the intention to review and engage on current primary and urgent care access was shared.
22 September/5 October 2018	Healthwatch undertook an "enter and view" on Hammersmith Urgent Care Centre to help gather engagement data. The report summarising this data can be found in the Appendix of this document.

Table of all tweets shared on the Ealing CCG Twitter account during the consultation period

Organisation posting	Platform	Format	Text	Date of post
Ealing CCG	Twitter	Public post	We are proposing changes to Hammersmith Urgent Care Centre and local GP hubs. Have your say by registering for one of our free events - Fulham 23 May XX or Hammersmith 24 May XX	20/05/2019
Ealing CCG	Twitter	Public post	We are proposing changes to Hammersmith Urgent Care Centre and local GP hubs. Have your say by registering for one of our free events - Fulham 23 May XX or Hammersmith 24 May XX	22/05/2019
Ealing CCG	Twitter	Public post	We are proposing changes to Hammersmith Urgent Care Centre and local GP hubs. Have your say by registering for one of our free events today in Fulham 23 May XX	23/05/2019
Ealing CCG	Twitter	Public post	Our consultation ends today. It's your last chance to have your say on proposed changes to health services in the Hammersmith. Take our survey here XX	24/05/2019
Ealing CCG	Twitter	Public post	We are proposing changes to Hammersmith Urgent Care Centre and local GP hubs. Have your say by registering for one of our free events today in Hammersmith 24 May XX	24/05/2019

Table of all engagement events undertaken with Hammersmith and Fulham GP Practice staff during the consultation

Name of event	Who is welcome	Date of event	Location of event	Time of event	Group organising the event	Number attended (estimate)
Central Primary Care Network	Central Primary Care Network members: <ul style="list-style-type: none"> • GP practice staff • Hammersmith and Fulham Partnership • H&F GP Federation • LMC 	15 April	Hammersmith Surgery, W6 9DU	13:00-15:00pm	GP Federation	11
Northern Primary Care Network	Northern Primary Care Network members: <ul style="list-style-type: none"> • GP practice staff • Hammersmith and Fulham Partnership • H&F GP Federation • LMC 	17 April	Parkview Centre for Health and Wellbeing, Tenants Hall, W14 9NN	13:00-15:00pm	GP Federation	19
Southern Primary Care Network	Southern Primary Care Network members: <ul style="list-style-type: none"> • GP practice staff • Hammersmith and Fulham Partnership • H&F GP Federation • LMC 	25 April	Dr Jeffries Medical Centre, 292 Munster Road	12:30 – 14:30	GP Federation	16
Hammersmith and Fulham GP Practice Nurse and Pharmacist Forum	Hammersmith and Fulham CCG GP Practice Nurses and Pharmacists	3 May	St Paul's Centre, W6 9PJ	12:00-14:00pm	GP Federation	12
Hammersmith and Fulham GP	Hammersmith and Fulham CCG GP Practice Managers	8 May	St Paul's Centre, W6 9PJ	12:00-14:00pm	GP Federation	13

Practice Manager Forum						
------------------------------	--	--	--	--	--	--

Table of all formal consultation engagement events open to the public

Name of event	Who is welcome	Date of event	Location of event	Time of event	Community Group organising the event	Number attended (estimate)
West London LGBT Forum	Members of the West London LGBT Forum	15 April	Ealing CVS, 63 Mattock Lane, W13 9LA	17:30-19:30p m	West London LGBT Forum	7
Spring Fair	All	16 April	Bayonne Centre at Laundry Road	15:00-18:00p m	Community Champions	50
Provider of Older People's Services Meeting	Organisations represented: <ul style="list-style-type: none"> - Sobus - Bishop Creighton House - Age UK - Iranian Association - Hammersmith United Charities - Hammersmith and Fulham Arts Festival - Carer's Network - The Masbro Elders Project - WAND 	16 April	Dawes Road Hub, 20 Dawes Road, SW6 7EN	10:00-12:00p m	Sobus	14
Healthwatch does NHS Long Term Plan - Hammersmith and Fulham	All	17 April	Irish Cultural Centre, 5 Blacks Road, W6 9DT	17:00-21:00p m	Healthwatch Central and West London	10
Easter Egg Hunt	All	18 April	Gibbs Green, Tenants Hall, Dieppe Close, W14 9NN	15:00-17:00p m	Gibbs Green Community Champions	30
Healthwatch stall	All	23 April	Lyric Square,	-	Healthwatch Central and	Unknown

Name of event	Who is welcome	Date of event	Location of event	Time of event	Community Group organising the event	Number attended (estimate)
			Hammersmith, W6 0NB		West London	
Healthwatch stall	All	24 April	Parkview, 56 Bloemfontein Rd, White City, London W12 7FG	-	Healthwatch Central and West London	Unknown
<i>Primary Care Forum event cancelled by HeadsUp due to insufficient attendees</i>	Service users of HeadsUp	25 April	Richford Gate Primary Care Centre, Richford Street, W6 7HY	14:00-16:00pm	HeadsUp service	N/A
Hammersmith and Fulham Consultation drop in session	Attendees of the Parsons Green Masjid Mosque	26 April	Parsons Green Masjid Mosque, 7 Bridges Place, Parsons Green, London SW6 4HW	12:00-15:00pm	Parson's Green Masjid Mosque	550
Hammersmith and Fulham Consultation drop in session	Homeless groups	1 May	69 Talgarth Rd, Hammersmith, London W14 9DD	14:00-17:00pm	Barons Court Project	20
Hammersmith and Fulham CCG waiting room engagement	Parsons Green Walk In Centre service users	1 May	Parson's Green Walk In Centre, 5-7 Parsons Green, Fulham, London SW6 4UL	14:00-17:00pm	Parsons' Green Walk In Centre/NHS Hammersmith and Fulham CCG	15
Hammersmith and Fulham	Individuals registered with Brook Green Medical Centre	1 May	Brook Green Medical	09:30-11:30am	Brook Green Medical	Unknown

Name of event	Who is welcome	Date of event	Location of event	Time of event	Community Group organising the event	Number attended (estimate)
CCG waiting room engagement			Centre, Bute Gardens, Hammersmith, London W6 7EG		Centre/NHS Hammersmith and Fulham CCG	
Hammersmith and Fulham CCG waiting room engagement	Individuals registered with Sterndale Surgery	2 May	Sterndale Surgery, 74A Sterndale Rd, Hammersmith, London W14 0HX	14:00-16:00pm	Sterndale Surgery/NHS Hammersmith and Fulham CCG	Unknown
Hammersmith and Fulham CCG waiting room engagement	Individuals registered with Richford Gate Medical Practice	3 May	Richford Gate Medical Practice, Richford St, Hammersmith, London W6 7HL	09:30-11:30pm	Richford Gate Medical Practice/NHS Hammersmith and Fulham CCG	Unknown
<i>Carer's Network Consultation event Cancelled due to network attendees unavailable</i>	<i>Members of the Carer's network</i>	7 May	<i>Bishop Greighton House</i>	14:00-15:00pm	<i>Carer's Network</i>	<i>N/A</i>
NHS Hammersmith and Fulham CCG waiting room engagement	Individuals registered with Shepherds Bush Medical Centre	8 May	Shepherds Bush Medical Centre, 336 Uxbridge Rd, Shepherd's Bush, London W12 7LS	09:30-11:30pm	Shepherds Bush Medical Centre/NHS Hammersmith and Fulham CCG	Unknown
NHS Hammersmith and	All	8 May	Fulham Library, 598 Fulham	13:00-16:00pm	NHS Hammersmith and	30

Name of event	Who is welcome	Date of event	Location of event	Time of event	Community Group organising the event	Number attended (estimate)
Fulham CCG stall			Road, SW6 5NX		Fulham CCG	
Mosaic LGBT Youth Centre	Young persons at the Mosaic LGBT Youth Centre	8 May	Hammersmith	19:30-20:15pm	Mosaic LGBT Youth Centre	Enter
Healthwatch does NHS Long Term Plan - Mental Health in Hammersmith and Fulham	All	8 May	Irish Cultural Centre, 5 Blacks Road, W6 9DT	17:00-21:00pm	Healthwatch Central and West London	Unknown
NHS Hammersmith and Fulham CCG stall	All	9 May	Askew Road Library, 87-91 Askew Rd, Shepherd's Bush, London W12 9AS	10:00-14:00pm	NHS Hammersmith and Fulham CCG	70
NHS Hammersmith and Fulham CCG Equalities Workshop	All	10 May	Newbigin Room, St Paul's Centre, Queen Caroline St, Hammersmith, London W6 9PJ	13:00-16:00pm	NHS Hammersmith and Fulham CCG	14
NHS Hammersmith and Fulham CCG waiting room engagement	Individuals registered with North End Medical Centre	10 May	North End Medical Centre, 160 North End Rd, Hammersmith, London W14 9PR	09:30-11:30pm	North End Medical Centre/NHS Hammersmith and Fulham CCG	Unknown
NHS Hammersmith and Fulham	Individuals registered with New Surgery	13 May	New Surgery, 143A Uxbridge	14:00-16:00pm	New Surgery/NHS Hammersmi	Unknown

Name of event	Who is welcome	Date of event	Location of event	Time of event	Community Group organising the event	Number attended (estimate)
CCG waiting room engagement			Rd, Shepherd's Bush, London W12 9RD		th and Fulham CCG	
North End Road Market stall	All	13 May	North End Road Market, B317, Fulham, London SW6 1NW	11:00-15:00pm	NHS Hammersmith and Fulham CCG	90
NHS Hammersmith and Fulham CCG stall	All	14 May	Hammersmith Library, Shepherds Bush Road, London W6 7AT	10:30-13:30pm	NHS Hammersmith and Fulham CCG	11
Hammersmith and Fulham CCG waiting room engagement	Individuals registered with Cassidy Road Medical Centre	15 May	Cassidy Road Medical Centre, 651A Fulham Rd, Fulham, London SW6 5PX	09:30-11:30pm	Cassidy Road Medical Centre/NHS Hammersmith and Fulham CCG	Unknown
Free Health Day	All	15 May	Bishop Creighton House, 378 Lillie Road, SW6 7PH	10:00-14:00pm	Bishop Creighton House	80
Lyric Square Market stall	All	16 May	Lyric square, Hammersmith, London W6 0ED	11:00-15:00pm	NHS Hammersmith and Fulham CCG	Unknown
NHS Hammersmith and Fulham CCG Presentation	Members of Action on Disability	17 May	Action on Disability, Lillie Rd, Hammersmith, London SW6 7SR	14:00-15:30pm	Action on Disability	

Name of event	Who is welcome	Date of event	Location of event	Time of event	Community Group organising the event	Number attended (estimate)
NHS Hammersmith and Fulham stall	All	20 May	Hammersmith Urgent Care Centre, Hammersmith Hospital	12:00-16:00pm	NHS Hammersmith and Fulham CCG	35
NHS Hammersmith and Fulham CCG Presentation	Service users of Open Age	21 May	Pilates Session, Parish Hall, Our Lady of Fatima, Commonwealth Avenue, White City Estate, London W12 0NX	11:00-12:00pm	Open Age	20
NHS Hammersmith and Fulham CCG Presentation	Members of People Arise Now	21 May	Minaret Community Centre, 303 North End Road, W14 9NS	11:00-12:00pm	People Arise Now	22
NHS Hammersmith and Fulham CCG Presentation	Members of the Iranian Association	22 May	Iranian Association, 222 King St, Hammersmith, London W6 0RA	11:00-12:00pm	Iranian Association	18
NHS Hammersmith and Fulham stall	All	22 May	Hammersmith Urgent Care Centre, Hammersmith Hospital	13:00-16:00pm	NHS Hammersmith and Fulham CCG	25
NHS Hammersmith and Fulham Primary and Urgent Care Consultation Event	Residents of H&F, Brent, Ealing and Kensington and Chelsea	23 May	Sobus, Dawes Road Hub, 20 Dawes Rd, Fulham, London SW6 7EN	09:00-12:00pm	Sobus	3

Name of event	Who is welcome	Date of event	Location of event	Time of event	Community Group organising the event	Number attended (estimate)
NHS Hammersmith and Fulham stall	All	23 May	Hammersmith Urgent Care Centre, Hammersmith Hospital	09:00-12:00pm	NHS Hammersmith and Fulham CCG	20
NHS Hammersmith and Fulham stall	All	24 May	Hammersmith Urgent Care Centre, Hammersmith Hospital	11:00-15:00pm	NHS Hammersmith and Fulham CCG	30
NHS Hammersmith and Fulham Primary and Urgent Care Consultation Event for Older People	Older residents of Hammersmith and Fulham borough	24 May	Boardroom, Irish Cultural Centre, 5 Black's Rd, Hammersmith, London W6 9DT	10:30-12:30pm	Older People's Consultative Forum	0

Table of all community organisations contacted via email/verbally during the consultation period about organising an event

N.b. All organisations in the list below were sent a summary of the consultation proposals and information, a link to the consultation page on our website, and a link to the online survey to ensure that they and their clients could have their say.

Organisation	Date contacted (email)
Migrants Organise	9 April 2019
Hammersmith and Fulham MIND	9 April 2019
Peabody Housing Association	9 April 2019
DAWS London	9 April 2019
The Masbro Centre	9 April 2019
Association of Eritrean Jeberti	9 April 2019
Iraqi Association	9 April 2019
Age UK Hammersmith and Fulham	9 April 2019
Groundswell	10 April 2019
Stroke Association	10 April 2019
Notting Hill Housing	10 April 2019
HF Mencap	10 April 2019
Family Support	10 April 2019
Young Hammersmith and Fulham Foundation	10 April 2019
Thrive Tribe	10 April 2019
Pinnacle PSG	10 April 2019
Hammersmith and Fulham Volunteer Centre	10 April 2019
West London Clinical Commissioning Group	12 April, 23 April 2019
Ealing Clinical Commissioning Group	12 April, 23 April 2019
Brent Clinical Commissioning Group	12 April, 23 April, 13 May 2019

Table of SMS text messages requested to be circulated by all Hammersmith and Fulham GP practices during the consultation

Date of request to GP Federation	Recipient of request	Message requested
8 May 2019	<ul style="list-style-type: none"> • Northern GP Network – Primary Care Development Manager • Central GP Network - Primary Care Development Manager • Southern GP Network - Primary Care Development Manager 	Have your say on proposals for changes to Hammersmith Urgent Care Centre and GP hubs by completing our survey: (link to survey)
22 May 2019	<ul style="list-style-type: none"> • Northern GP Network – Primary Care Development Manager • Central GP Network - Primary Care Development Manager • Southern GP Network - Primary Care Development Manager 	Have your say on proposals for changes to Hammersmith Urgent Care Centre and GP hubs by completing our survey: (link to survey)

Summary of all locations where promotional consultation materials were placed:

- Reception at the Hammersmith Urgent Care Centre, Du Cane Road, W12 0HS
- Reception at the Charing Cross Urgent Care Centre, Fulham Palace Road, W6 8RF
- The Carer's Network, Third Avenue, W10 4JL
- Fulham Good Neighbours, 70 Rosaline Road, SW6 7QT
- Spectra, St Charles Centre for Health and Wellbeing, W10 6DZ
- Sobus, The Dawes Road Hub, SW6 7EN
- Bayonne & Field Road Community Champions, Wentworth Court Sheltered Housing Community Hall, W6 8QP
- Hammersmith Fitness and Squash Centre, Chalk Hill Road, W6 8DW
- Polish Social and Cultural Association, 238-246 King Street, W6 0RF
- Phoenix Fitness Centre and Janet Adegoke Swimming Pool, Bloemfontein Road, W12 7DB
- Lillie Road Fitness Centre, Lillie Road, SW6 7PD
- Ealing Community Network, Lido Centre, Mattock Lane, W13 9LA

Table of all Twitter posts shared via the Hammersmith and Fulham CCG Twitter account during the consultation period:

Organisation posting	Platform	Format	Text	Date of post
Hammersmith and Fulham CCG	Twitter	public post	Want to have your say on primary and urgent care proposals in #Hammersmith and #Fulham? Register to attend our consultation equality event XX	16/04/2019
Hammersmith and Fulham CCG	Twitter	public post	Want to have your say on local #health services? Register for our free equality workshop now XX	17/04/2019
Hammersmith and Fulham CCG	Twitter	public re-tweet	Please re-tweet @KCSocialCouncil @CNWLNHS @CLCHNHSTrust @ImperialNHS @westfieldlondon @EventimApollo @hffoodbank @LyricHammer @HCGAGardens @Ldn_ICHP @OneYouEaling @KICK_IT_NOW @ActiononD @HFVC @FulGdNeighbours @EvaHWHF @iamdrp @OurBigLocal @WormholtPark	17/04/2019
Hammersmith and Fulham CCG	Twitter	private direct message	Dear all, the CCG is running a 7 week primary and urgent care consultation until 24 May. As part of this consultation we are running an equality workshop on 10 May. Would greatly appreciate your support in re-tweeting to help reach as many people as possible. Thanks so much	17/04/2019
Hammersmith and Fulham CCG	Twitter	Public post	Want to have your say on primary and urgent care proposals in #Hammersmith and #Fulham? Register to attend our consultation equality event XX	18/04/2019
Hammersmith and Fulham CCG	Twitter	Public post	Our consultation is now open, have your say on the changes to #healthcare services in the Hammersmith area. Find out more about our proposals here XX	22/04/2019

Hammersmith and Fulham CCG	Twitter	Public post	Want to have your say on local #health services? Register for our free equality workshop now	23/04/2019
Hammersmith and Fulham CCG	Twitter	Public post	Our consultation is now open - have your say on proposed changes to #healthcare services in Hammersmith and Fulham. Find out more about our proposals here XX	29/04/2019
Hammersmith and Fulham CCG	Twitter	Public post	Want to have your say on local #health services? Register for our free equality workshop now	30/04/2019
Hammersmith and Fulham CCG	Twitter	Public post	Do you use the urgent care centre in Hammersmith Hospital? We are proposing changing the opening hours and would like to know what you think. Share your views here XX	02/05/2019
Hammersmith and Fulham CCG	Twitter	Public post	Do you use our GP hubs for evening and weekend appointments? We are looking at how many hubs we should have and would like to know what you think. Share your views here XX	03/05/2019
Hammersmith and Fulham CCG	Twitter	Public post	Our consultation is now open - have your say on proposed changes to #healthcare services in Hammersmith and Fulham. Find out more about our proposals here XX	04/05/2019
Hammersmith and Fulham CCG	Twitter	Public post	Want to have your say on local #health services? Register for our free equality workshop now	05/05/2019
Hammersmith and Fulham CCG	Twitter	Public post	Come along to your local #Hammersmith and #Fulham library to chat with your local #NHS. Have your say on two #health services in the area XX	08/05/2019
Hammersmith and Fulham CCG	Twitter	Public post	Last chance to have your say on proposed changes to health services in Hammersmith. Take our survey here XX	08/05/2019
Hammersmith and Fulham CCG	Twitter	Public post	Do you use the urgent care centre in Hammersmith Hospital? We are proposing changing the opening hours and would like	13/05/2019

			to know what you think. Share your views here XX	
Hammersmith and Fulham CCG	Twitter	Public post	Do you use our GP hubs for evening and weekend appointments? We are looking at how many hubs we should have and would like to know what you think. Share your views here XX	15/05/2019
Hammersmith and Fulham CCG	Twitter	Public post	Make sure you have your say about possible changes to #NHS services in #Hammersmith and #Fulham. Come along to lyric square market today for a chat and to share your thoughts with us. Here between 11-3pm	16/05/2019
Hammersmith and Fulham CCG	Twitter	Public post	Do you use the urgent care centre in Hammersmith Hospital? We are proposing changing the opening hours and would like to know what you think. Share your views here XX	17/05/2019
Hammersmith and Fulham CCG	Twitter	Public post	We are proposing changes to Hammersmith Urgent Care Centre and local GP hubs. Have your say by registering for one of our free events - Fulham 23 May XX or Hammersmith 24 May XX	20/05/2019
Hammersmith and Fulham CCG	Twitter	Private direct message	Hi all, here at the CCG we're in the final week of our 7 week primary and urgent care related consultation (finishes this Friday 24 May). We've got a workshop this Thursday open to all residents @ Dawes Hub, and on Friday for older residents @ Irish Cultural Centre - to feedback about the potential changes. If you are able to re-tweet and spread the word we'd be really grateful! Registration for the workshops is on Eventbrite: 23 May http://bit.ly/2HsENf3 and 24 May http://bit.ly/2JwGsCJ	21/05/2019

Hammersmith and Fulham CCG	Twitter	Public post	This week brings our seven week consultation to an end. But we still want to hear your feedback about potential changes to #NHS services in #Hammersmith and #Fulham. Have your say at our #free workshop on 23 May. Click here to register	21/05/2019
Hammersmith and Fulham CCG	Twitter	Public post	We are proposing changes to Hammersmith Urgent Care Centre and local GP hubs. Have your say by registering for one of our free events - Fulham 23 May XX or Hammersmith 24 May XX	22/05/2019
Hammersmith and Fulham CCG	Twitter	Public post	We are proposing changes to Hammersmith Urgent Care Centre and local GP hubs. Have your say by registering for one of our free events today in Fulham 23 May XX	23/05/2019
Hammersmith and Fulham CCG	Twitter	Public post	We are proposing changes to Hammersmith Urgent Care Centre and local GP hubs. Have your say by registering for one of our free events today in Hammersmith 24 May XX	24/05/2019

To increase the profile of our CCG tweets, we asked local organisations to re-tweet our posts about the consultation and associated online survey. A breakdown of who we asked to re-tweet information is included below:

<ul style="list-style-type: none"> - Action on Disability - Associate Medical Director for Quality Improvement, Imperial College Healthcare NHS trust - Back on Track NHS services - Bayonne and Field Champions - Carers Network - Central and North West London NHS Foundation Trust - Central London Community Healthcare NHS trust - Citizens Advice Hammersmith and Fulham - Community Organisers Hammersmith and Fulham - Connecting Care 4 Children - Eventim Apollo: Hammersmith - Fulham Good Neighbours - Golborne Champions - GoodGym Hammersmith and Fulham - Hammersmith and Fulham Council - Hammersmith and Fulham Food Bank - Hammersmith and Fulham Volunteer Centre - Hammersmith Community Gardens - HeadsUp Network Mind - Health Trainers - Healthier North West London - Healthwatch Central West London - Healthy Hearts 	<ul style="list-style-type: none"> - Imperial College Healthcare NHS Trust - Kensington and Chelsea Maternity Champions - NHS Manager from Kensington and Chelsea, Westminster and Hammersmith and Fulham Community Independence Service (CIS) - Old Oak Centre - One You Ealing - Open Age - Opening Doors London - Paddington Development Trust (PDT) - Parkview Centre - People Arise Now - Queens Park Rangers Health Stars - St Paul's Centre, Hammersmith - Standing Together: against domestic violence - WC Enterprise - We coproduce CIC - Westfields London - Women Girls Network - Wormholt and White City: OurBigLocal - Wormholt Park - Young Hammersmith and Fulham
--	---

Summary of all tweets shared on the West London CCG Twitter account during the consultation

Organisation posting	Platform	Format	Text	Date of post
West London CCG	Twitter	Public post	Our consultation is now open - have your say on proposed changes to #healthcare services in Hammersmith and Fulham. Find out more about our proposals here XX	29/04/2019
West London CCG	Twitter	Public post	Want to have your say on primary and urgent care proposals in #Hammersmith and #Fulham? Register to attend our free consultation equality event XX	01/05/2019
West London CCG	Twitter	Public post	Do you use our GP hubs for evening and weekend appointments? We are looking at how many hubs we should have and would like to know what you think. Share your views here XX	03/05/2019
West London CCG	Twitter	Public post	Want to have your say on local #health services? Register for our free equality workshop now	05/05/2019
West London CCG	Twitter	Public post	Last chance to have your say on proposed changes to health services in Hammersmith. Take our survey here XX	08/05/2019
West London CCG	Twitter	Public post	Want to have your say on local #health services? Register for our free equality workshop now	11/05/2019
West London CCG	Twitter	Public post	Do you use the urgent care centre in Hammersmith Hospital? We are proposing changing the opening hours and would like to know what you think. Share your views here XX	13/05/2019
West London CCG	Twitter	Public post	Do you use our GP hubs for evening and weekend appointments? We are looking at how many hubs we should have and would like to know what you think. Share your views here XX	15/05/2019

West London CCG	Twitter	Public post	Do you use the urgent care centre in Hammersmith Hospital? We are proposing changing the opening hours and would like to know what you think. Share your views here XX	17/05/2019
West London CCG	Twitter	Public post	Do you use our GP hubs for evening and weekend appointments? We are looking at how many hubs we should have and would like to know what you think. Share your views here XX	19/05/2019
West London CCG	Twitter	Public post	We are proposing changes to Hammersmith Urgent Care Centre and local GP hubs. Have your say by registering for one of our free events - Fulham 23 May XX or Hammersmith 24 May XX	20/05/2019
West London CCG	Twitter	Public post	We are proposing changes to Hammersmith Urgent Care Centre and local GP hubs. Have your say by registering for one of our free events - Fulham 23 May XX or Hammersmith 24 May XX	22/05/2019
West London CCG	Twitter	Public post	We are proposing changes to Hammersmith Urgent Care Centre and local GP hubs. Have your say by registering for one of our free events today in Fulham 23 May XX	23/05/2019
West London CCG	Twitter	Public post	Our consultation ends today. It's your last chance to have your say on proposed changes to health services in the Hammersmith. Take our survey here XX	24/05/2019

List of all Ealing libraries where promotional consultation material was shared

- Acton Library, Everyone Active Acton Centre, W3 6NE
- Dominion Centre and Library, 112 The Green, UB2 4BQ
- Ealing Central Library, Ealing Broadway Shopping Centre, W5 5JY
- Ealing Home Library Service, Melbourne Avenue, W13 9BT
- Greenford Library, 23 Oldfield Lane South, UB6 9LF
- Hanwell Library, Cherington Road, W7 3HL
- Jubilee Garden's Library, Jubilee Gardens Health Centre, UB1 2TJ
- Northfields Library, Northfield Avenue, 255A W5 4UA
- Northholt Leisure Centre Library, Eastcote Lane, UB5 4AB
- Northholt Library, Church Road, UB5 5AS
- Perivale Library, 184 Horsenden Lane South, UB6 7NT
- Pitshanger Library, 143-145 Pitshanger Lane, W5 1RH
- West Ealing Library, Melbourne Road, W13 9BT
- Wood End Library, 640 Whitton Avenue, UB6 0EE

List of all Brent Libraries where promotional consultation material was shared

- Cricklewood Library, 152 Olive Road, NW2 6UY
- Ealing Road Library, Coronet Parade, HA0 4BA
- Harlseden Library, 49A Craven Park Road, NW10 8SE
- Kensal Library, 20 Golborne Road, W10 5PF
- Kensal Rise Library, 10 Bathurst Gardens, NW10 5JA
- Kilburn Library, 42 Salusbury Road, NW6 6NN
- Kilburn Library Centre, 12-22 Kilburn High Road, NW6 5UH
- Kingsbury Library, 522-524 Kingsbury Road, NW9 9HE
- Wembley Library, 32 Engineers Way, Wembley HA0 4UZ
- The Library at Willesden Green, 95 High Road, NW10 2SF

Summary of all tweets shared on the Brent CCG Twitter account during the consultation period

Organisation posting	Platform	Format	Text	Date of post
Brent CCG	Twitter	Public post	Our consultation is now open - have your say on proposed changes to #healthcare services in Hammersmith and Fulham. Find out more about our proposals here XX	29/04/2019
Brent CCG	Twitter	Public post	Want to have your say on primary and urgent care proposals in #Hammersmith and #Fulham? Register to attend our free consultation equality event XX	01/05/2019
Brent CCG	Twitter	Public post	Do you use our GP hubs for evening and weekend appointments? We are looking at how many hubs we should have and would like to know what you think. Share your views here XX	03/05/2019
Brent CCG	Twitter	Public post	Want to have your say on local #health services? Register for our free equality workshop now	05/05/2019
Brent CCG	Twitter	Public post	Last chance to have your say on proposed changes to health services in Hammersmith. Take our survey here XX	08/05/2019
Brent CCG	Twitter	Public post	Want to have your say on local #health services? Register for our free equality workshop now	11/05/2019
Brent CCG	Twitter	Public post	Do you use the urgent care centre in Hammersmith Hospital? We are proposing changing the opening hours and would like to know what you think. Share your views here XX	13/05/2019
Brent CCG	Twitter	Public post	Do you use the urgent care centre in Hammersmith Hospital? We are proposing changing the opening hours and would like to know what you think.	17/05/2019

			Share your views here XX	
Brent CCG	Twitter	Public post	We are proposing changes to Hammersmith Urgent Care Centre and local GP hubs. Have your say by registering for one of our free events - Fulham 23 May XX or Hammersmith 24 May XX	20/05/2019
Brent CCG	Twitter	Public post	We are proposing changes to Hammersmith Urgent Care Centre and local GP hubs. Have your say by registering for one of our free events - Fulham 23 May XX or Hammersmith 24 May XX	22/05/2019
Brent CCG	Twitter	Public post	We are proposing changes to Hammersmith Urgent Care Centre and local GP hubs. Have your say by registering for one of our free events today in Fulham 23 May XX	23/05/2019

Table of all tweets shared on the North West London Collaboration of CCGs Twitter and Facebook pages during the consultation period

Organisation posting	Platform	Format	Text	Date of post
North West London Collaboration of CCGs	Twitter	Public post	Our engagement team were out engaging at Parsons Green Mosque today around the Hammersmith and Fulham public consultation. Find out more here XX	26/04/2019
NHS Stay Well (North West London Collaboration of CCGs)	Facebook	Public post	Our engagement team were out engaging at Parsons Green Mosque today around the Hammersmith and Fulham public consultation. Find out more here:	26/04/2019
North West London Collaboration of CCGs	Twitter	Public post	Our consultation is now open - have your say on proposed changes to #healthcare services in Hammersmith and Fulham. Find out more about our proposals here XX	29/04/2019
NHS Stay Well (North West London Collaboration of CCGs)	Facebook	Public post	Our consultation is now open - have your say on proposed changes to #healthcare services in Hammersmith and Fulham. Find out more about our proposals here:	29/04/2019
NHS Stay Well (North West London Collaboration of CCGs)	Facebook	Public post	Want to have your say on local #health services? Register for our free equality workshop now	30/04/2019
NHS Stay Well (North West London Collaboration of CCGs)	Facebook	Public post	Want to have your say on primary and urgent care proposals in #Hammersmith and #Fulham? Register to attend our free consultation equality event:	01/05/2019
North West London Collaboration of CCGs	Twitter	Public post	Want to have your say on primary and urgent care proposals in #Hammersmith and #Fulham? Register to attend our free consultation	01/05/2019

			equality event XX	
NHS Stay Well (North West London Collaboration of CCGs)	Facebook	Public post	Do you use the urgent care centre in Hammersmith Hospital? We are proposing changing the opening hours and would like to know what you think. Share your views here	02/05/2019
North West London Collaboration of CCGs	Twitter	Public post	Do you use our GP hubs for evening and weekend appointments? We are looking at how many hubs we should have and would like to know what you think. Share your views here XX	03/05/2019
NHS Stay Well (North West London Collaboration of CCGs)	Facebook	Public post	Do you use our GP hubs for evening and weekend appointments? We are looking at how many hubs we should have and would like to know what you think. Share your views here	03/05/2019
NHS Stay Well (North West London Collaboration of CCGs)	Facebook	Public post	Our consultation is now open - have your say on proposed changes to #healthcare services in Hammersmith and Fulham. Find out more about our proposals here:	04/05/2019
North West London Collaboration of CCGs	Twitter	Public post	Want to have your say on local #health services? Register for our free equality workshop now	05/05/2019
NHS Stay Well (North West London Collaboration of CCGs)	Facebook	Public post	Want to have your say on local #health services? Register for our free equality workshop now	05/05/2019
North West London Collaboration of CCGs	Twitter	Public post	Last chance to have your say on proposed changes to health services in Hammersmith. Take our survey here XX	08/05/2019
North West London Collaboration of CCGs	Twitter	Public post	Want to have your say on local #health services? Register for our free equality workshop now	11/05/2019

NHS Stay Well (North West London Collaboration of CCGs)	Facebook	Public post	Want to have your say on local #health services? Register for our free equality workshop now: XX	11/05/2019
NHS Stay Well (North West London Collaboration of CCGs)	Facebook	Public post	Do you use the urgent care centre in Hammersmith Hospital? We are proposing changing the opening hours and would like to know what you think. Share your views here:	13/05/2019
North West London Collaboration of CCGs	Twitter	Public post	Do you use the urgent care centre in Hammersmith Hospital? We are proposing changing the opening hours and would like to know what you think. Share your views here XX	13/05/2019
NHS Stay Well (North West London Collaboration of CCGs)	Facebook	Public post	Do you use our GP hubs for evening and weekend appointments? We are looking at how many hubs we should have and would like to know what you think. Share your views here:	15/05/2019
North West London Collaboration of CCGs	Twitter	Public post	Do you use our GP hubs for evening and weekend appointments? We are looking at how many hubs we should have and would like to know what you think. Share your views here XX	15/05/2019
NHS Stay Well (North West London Collaboration of CCGs)	Facebook	Public post	Do you use the urgent care centre in Hammersmith Hospital? We are proposing changing the opening hours and would like to know what you think. Share your views here:	17/05/2019
North West London Collaboration of CCGs	Twitter	Public post	Do you use the urgent care centre in Hammersmith Hospital? We are proposing changing the opening hours and would like to know what you think. Share your views here XX	17/05/2019
North West London Collaboration of CCGs	Twitter	Public post	Do you use our GP hubs for evening and weekend appointments? We are looking at how many hubs we should have and would like to know what you	19/05/2019

			think. Share your views here XX	
North West London Collaboration of CCGs	Twitter	Public post	We are proposing changes to Hammersmith Urgent Care Centre and local GP hubs. Have your say by registering for one of our free events - Fulham 23 May XX or Hammersmith 24 May XX	20/05/2019
NHS Stay Well (North West London Collaboration of CCGs)	Facebook	Public post	We are proposing changes to Hammersmith Urgent Care Centre and local GP hubs. Have your say by registering for one of our free events - Fulham 23 May: XX or Hammersmith 24 May: XX	20/05/2019
NHS Stay Well (North West London Collaboration of CCGs)	Facebook	Public post	We are proposing changes to Hammersmith Urgent Care Centre and local GP hubs. Have your say by registering for one of our free events - Fulham 23 May: XX or Hammersmith 24 May: XX	22/05/2019
North West London Collaboration of CCGs	Twitter	Public post	We are proposing changes to Hammersmith Urgent Care Centre and local GP hubs. Have your say by registering for one of our free events - Fulham 23 May XX or Hammersmith 24 May XX	22/05/2019
NHS Stay Well (North West London Collaboration of CCGs)	Facebook	Public post	We are proposing changes to Hammersmith Urgent Care Centre and local GP hubs. Have your say by registering for one of our free events which takes place today in Fulham 23 May	23/05/2019
North West London Collaboration of CCGs	Twitter	Public post	We are proposing changes to Hammersmith Urgent Care Centre and local GP hubs. Have your say by registering for one of our free events	23/05/2019

			today in Fulham 23 May XX	
North West London Collaboration of CCGs	Twitter	Public post	Our consultation ends today. It's your last chance to have your say on proposed changes to health services in the Hammersmith. Take our survey here XX	24/05/2019
North West London Collaboration of CCGs	Twitter	Public post	We are proposing changes to Hammersmith Urgent Care Centre and local GP hubs. Have your say by registering for one of our free events today in Hammersmith 24 May XX	24/05/2019
NHS Stay Well (North West London Collaboration of CCGs)	Facebook	Public post	We are proposing changes to Hammersmith Urgent Care Centre and local GP hubs. Have your say by registering for one of our free events which takes place today in Hammersmith 24 May	24/05/2019
NHS Stay Well (North West London Collaboration of CCGs)	Facebook	Public post	Our consultation ends today. It's your last chance to have your say on proposed changes to health services in the Hammersmith. Take our survey here:	24/05/2019

Appendix 2: 1st April to 30th September 2018 – H&F GP practice utilisation rates of Weekend Plus Hub appointments

Registered Practice	Total no. of appointments booked at three hubs (1 April – 30 Sep 2018)	Face to face consultation engagement event (Y/N)	In close proximity to Hammersmith UCC and were engaged (Y/N)
Parkview Practice	1,859	Yes	Yes
Cassidy Road Medical Centre	1,712	Yes	
Brook Green Medical Centre	1,690	Yes	
Canberra Old Oak Surgery	645	Yes	Yes
North End Medical Centre	428	Yes	
Sterndale Surgery	418	Yes	
The Bush Doctors	353	Yes	
Park Medical Centre	338	Yes	
Sands End Health Clinic	304		
Ashville Surgery	286		
Richford Gate Medical Practice	231	Yes	
Brook Green Surgery	219		
The Fulham Medical Centre	176		
Drs Uppal & Partners	156	Yes	Yes
The New Surgery	156	Yes	Yes
Palace Surgery	131		
Hammersmith & Fulham Centres For Health	106	Yes	Yes
Non H&F Practices	97		
Fulham Cross Medical Centre	92		
Ashchurch Medical Centre	71		
Babylon GP at Hand	53		
Parkview Medical Centre- Dr Kukar	51	Yes	Yes
The Hammersmith Surgery	48		
Lilyville Surgery	42		
Lillie Road Surgery	35		
Shepherds Bush Medical Centre	24	Yes	Yes
Dr Jefferies & Partners	16		
The Westway Surgery	12	Yes	Yes
The Medical Centre - Dr Kukar	8	Yes	Yes
Salisbury Surgery	2		
	9,759	16	

Appendix 3: Formal written response to consultation from HASPAC

24 May 2019

Dear Janet

Changes to urgent care centre opening times and location of GP hubs in Hammersmith and Fulham

Following the meeting between the CCG and the Council's Health, Inclusion and Social Care Policy and Accountability Committee (PAC) on 7 May 2019 to discuss the above proposal, I am writing with the Council's formal response, which includes a number of questions and requests for clarification.

We are deeply concerned by the CCG's proposal. Not only would closing Hammersmith Hospital's UCC at night breach the pledge made to H&F residents when the A&Es of Hammersmith and Central Middlesex Hospital were shut down, but the Council does not believe that the test of a clear, clinical evidence base for service change has been met.

We also have serious concerns relating to the financial case, access, mitigation, the strategic context and consultation. I set these out in turn below.

1. Meeting the four tests of service change 1.1. Does the CCG consider that all four of the government's four tests of service change have been met, and if so, will it provide a detailed explanation of the basis for this belief?

We note that the government's four tests of service change are: strong public and patient engagement; consistency with current and prospective need for patient choice; clear, clinical evidence base; and support for proposals from clinical commissioners.

1.1. Does the CCG consider that all four of the government's four tests of service change have been met, and if so, will it provide a detailed explanation of the basis for this belief?

We have particular concerns about both the clinical evidence and the claim of a lack of demand.

You will recall that the Council wrote to you on 3 August 2018 when the CCG first sought to reduce GP extended opening hours. We requested that the CCG undertake an evidence-based risk and impact analysis and itemised what this would address*. None of this analysis was, I believe, undertaken. If it had been, then we would expect it to have been made available to the Council's PAC.

We would expect much the same evidence collection and analysis to have taken place for the UCC and GP hubs proposals. Yet nothing in the consultation indicates that this is the case.

At our 7 May meeting, when we expressed concern that residents might be harmed by these service changes, we were reminded that the Clinical Senate had said the proposed change to the UCC opening hours was “*clinically safe*”. However it is clear, and the Senate’s report indicates, this was based primarily on the evidence presented by the CCG.

Also at the meeting, we were told that consultation had taken place with neighbouring authorities such as Ealing and that this had been looked at by the Clinical Senate. No mention is made of this in the Clinical Senate’s report.

- ***1.2. May we have details of the clinical evidence presented to the Clinical Senate for both the UCC and GP hubs proposals?***
- ***1.3. What specific consultation with other local authorities took place, what evidence of this was provided to the Clinical Senate, and how did they take this into account?***

In our view, reducing access to the UCC and GP hubs is likely to increase pressure on A&Es. We were told at the meeting that local hospitals had provided **assurances** to the CCG that they could cope.

*We suggested the analysis include:

- Impact on waiting lists and capacity to re-provide services in core and remaining extended GP hours;
- How the available capacity in GP hubs/walk in centres compares to that which will be lost in other services;
- Residents’ reasons for choosing to attend services during the hours that will be cut and any barriers to them using the alternatives that will be offered;
- How this change is going to be managed within the context of wider ambitions to relieve pressure and deliver key performance standards around local services, particularly A&E and ambulance services;
- Benchmarking and learning from other CCGs who have delivered similar changes;
- Impact on demand for the Council’s adult social care services, particularly as regards increased calls on our services through hospital admissions; and
- An Equalities Impact Assessment that is sensitive to the varying needs and diversity of communities within the various wards that will be affected.

1.4. May we see the detail of the assurances provided by local hospitals that they could absorb any additional demand? What analysis did carry out that showed that this would be the case, and may we see this analysis?

We are also concerned about the impact of the proposed closures on the Council's out-of-hours social care teams. We are not aware that this has been considered.

1.5. May we see any analysis undertaken of the impact on the Council's out-of-hours social care services?

The CCG has claimed that what it terms relatively low usage of the Hammersmith UCC and the GP hubs is the result of low demand. In our view, there may well be a pool of hidden demand and the low usage could be caused by other factors, such as:

- Low public awareness due to the UCC and GP hubs being very poorly publicised
- Poor access to the hubs due to the absence of a separate central booking system for them
- GP reception teams rarely offering the hubs to patients.

We appreciated your acceptance at our meeting that there was relatively little awareness locally of the UCC and the hubs and your invitation of suggestions from the committee for advertising these better.

1.6. We request that any decision on changes to the UCC and GP hubs be suspended for six months, during which time the Council and the CCG work intensively together to: raise the profile of the overnight UCC and the three GP hubs; identify and seek to address other reasons for low usage; and undertake a full, evidence-based risk and impact analysis.

This would enable the CCG to make a decision which is based on evidence as opposed to speculation and which might go some way towards meeting the government's four tests of service change.

2. Financial case

We appreciate that the CCG is facing a financial crisis. But this does not justify rushed decision-making. Due process should be followed, with an evidence-based business case and appropriate scrutiny and consultation. Indeed, it is in crises that additional scrutiny is most required to avoid hasty decisions which may have damaging long-term implications.

We are not convinced by the financial case presented in the pre-consultation business case (PCBC). We do not believe that the PCBC provides sufficient supporting detail to allow the PAC to have confidence in the figures presented.

When we asked on 7 May for a financial breakdown of the claim that closing the UCC overnight would save an estimated £600,000 a year, we were told that this was based on the contracted price and the contract was coming to an end. We were also told that the bulk of the cost was staffing and assured that staff currently working overnight at the UCC would be redeployed and not made redundant.

2.1. May we see a detailed breakdown of the component parts of the estimated £600,000 saving?

2.2. If the bulk of the £600,000 is staffing costs, how will money be saved without making redundancies?

We would also appreciate clarification of the relationship with Imperial College Healthcare NHS Trust, as follows.

2.3. Is the overnight UCC currently funded by tariffs and according to activity?

2.4. If so, why is it costing £600,000 pa? Is this the total cost not taking account of revenue?

2.5. Is the UCC as a whole making a profit or a loss for Imperial? Is its workload paid at full tariff? How has this been decided?

2.6. Has the CCG had discussions with Imperial about offering the same hours for a reduced cost?

We consider the changes should not go ahead prior to the PAC receiving satisfactory answers to these questions.

3. Access

The CCG document we discussed on 7 May implied that residents who would no longer be able to access the UCC overnight could easily access GPs the following day ("*Doctors feel that the appropriate care for over 60% would have been to contact their GP the next day*").

We would dispute that this is a reasonable basis for making a decision to remove a service. Hammersmith UCC was intended to provide patients with a replacement for the A&E that was closed by the NHS in 2014 wholly against the wishes of the Council and its residents. Patients attending the UCC do so because they feel they have an urgent need for care.

Closing this service at night provides them with no alternative but to seek help elsewhere or to go without care at all. The fact that they may be able to access care the following morning, whether at the UCC or elsewhere, is irrelevant.

In addition, given the current level of patient demand for GPs, it is not always easy to get same-day or walk-in appointments in the borough, while booked appointments can entail a wait of several weeks. Given this, it is highly misleading for the CCG to imply patients can easily access GPs the following day. We note that recent analysis by the Nuffield Trust identifies NW London as having fewer GPs per population than anywhere the country (see <https://www.bbc.co.uk/news/health-48191438>)

We are also concerned that the closure will result in a significant increase in health inequalities in the borough. The Clinical Senate noted (p96 of the PCBC) that

Hammersmith UCC was in the part of the borough with highest levels of deprivation but it seems to have accepted the CCG's assurance that the change of hours won't adversely affect access to health care for the population around the Hammersmith UCC. In our view, this is plainly not the case.

The CCG states that this will be "sense checked with local people as part of our engagement and consultation work" (p73 of the PCBC). We do not believe it is credible to suggest that the deprived population around Hammersmith UCC will not be affected.

3.1. What analysis does the CCG have of how easy residents find it to obtain next-day appointments?

3.2. How is the CCG 'sense checking' its view that that the deprived population around Hammersmith UCC will not be adversely affected by the proposed closure? Who is it speaking to and where do they live? May we see the results of the 'sense checking'?

3.3. As regards the CCG's Equality Impact Assessment, may we have details of who you have engaged with, the numbers involved, how you have engaged with them and the outcomes?

3.4. How are you consulting with people who first language is not English?

4. Mitigation

The consultation does not explain the specific mitigation planned. The document you presented to the PAC at the meeting sets out only the process the CCG will use to identify mitigating actions, not the actions themselves.

We note the Clinical Senate advised that the CCG "*provides more detail on its risk mitigation plan for the change in hours at the Hammersmith UCC. This should include describing how patients will get from Hammersmith to Charing Cross if they go there for treatment in the period after the change in opening hours and how the change in opening hours will be publicised.*"

From our meeting, it is clear that the impact of the proposed changes is still very much being worked on and that actual mitigating actions, including the detail requested by the Clinical Senate, have yet to be identified. The absence of these actions undermines the consultation as without them it is hard to be sure that the proposals will not adversely affect patients.

We also note that the PCBC which was presented to the H&F Health and Wellbeing Board (HWB) on 30 January 2019 made a number of claims about mitigation at para 4.3.5 without providing any details of how this would be achieved:

- The "*large drop in income in short period of time for 4 practices who will lose over £60k ... can be mitigated*"

- To address the reduction of appointments offered across the borough by 39 hours per week, *“We will aim to increase utilisation of all extended availability including weekend plus hubs”*
- *“The introduction of a digital first platform will enhance access”*
- *“Practices may not sign up to the DES (as the scheme is less financially favourable and inflexible) which may further reduce access. CCG will facilitate sign up.”*

This is not reassuring. For example, digital solutions are unlikely to be appropriate for urgent care. We are concerned that the CCG’s case for closure rests in part on an over-reliance on an as yet totally untested digital service.

We appreciate the assurance given at our meeting that the CCG’s Board would delay its consideration of the outcome of the consultation from 11 June to mid-July. We do not, consider, however, that this will still allow sufficient time for mitigating actions to be finalised and published so that the public and stakeholders can give their views on the effectiveness of these.

4.1. We request that the need to identify specific mitigating actions be discussed as part of the Board’s consideration of our request for the decision on this proposal to be suspended for six months, as set out above.

5. Strategic context

Following the decision by the Secretary of State to cancel *Shaping a Healthier Future*, the strategic context for this proposal has changed. The CCG and the Joint Committee are only just beginning to consider the new way forward.

5.1. Until there is clarity about the new strategic approach and the future relationship between primary and secondary care in the borough, we consider it is premature and potentially counter-productive to proceed with this proposal.

6. Consultation

From the Council’s particular perspective, there has been considerable confusion about what the CCG was consulting on and how. For example, we are not clear why you brought the PCBC to the HWB as opposed to the PAC, which is where scrutiny takes place.

There needs to be a jointly agreed process for the CCG to raise issues at an early stage with the Council, seeking guidance on whether these are significant enough to require presentation of an individual business case, prior to public consultation and any decision to implement proposals.

6.1. We appreciate the CCG's interest in developing a protocol for future consultations and wish to pursue this with you.

As stated at our meeting, we have concerns about the language used in the CCG documentation. Using the term "Gypsy" is wholly unacceptable. We appreciate that you apologised for this and assured the committee it would be changed. We also consider that for the consultation to say "we plan to change the service" is simply misleading when what is meant is "we plan to reduce the service".

We have a number of concerns about the consultation process.

- From the notification of consultation events, it has been unclear who could attend what session.
- The consultation has been rushed. Residents have had too little time to receive, read, understand and comment on the proposals.
- The PAC only received the updated presentation a few hours before the 7 May meeting and, as noted, many issues remain unresolved or unanswered.
- The consultation has been insufficiently flexible. For example, it was said at our meeting that the CCG had refused to pay for an older people's group to hire a venue to take part in the consultation. We appreciated your assurance that funding for this would be provided.

To conclude, the Council opposes the closure of the overnight UCC and reduction in number of GP hubs on the grounds that:

- The proposal does not meet the government's four tests of service change
- The evidence presented is inadequate
- The consultation process has been seriously flawed
- The changes are likely to affect adversely some of the borough's most deprived residents.

We consider that any decision should be delayed for six months while demand for the overnight UCC and GOP hubs is comprehensively tested as set out above, and a full, evidence-based risk and impact analysis is undertaken.

I look forward to your response to our questions and clarifications. In particular, I should be grateful if you would confirm that this letter will be shared with the CCG's governing body and that the Board will be asked to consider our request for a six-month delay to enable the CCG and Council to work together on addressing the issues raised here.

Yours sincerely

Cllr Lucy Richardson

Chair, Health, Inclusion and Social Care Policy and Accountability Committee

Appendix 4: Healthwatch Central West London and Hammersmith and Fulham Local Committee Response to Hammersmith and Fulham Clinical Commissioning Group (CCG) Consultation on Primary and Urgent Care Changes.

Healthwatch Central West London (CWL) and its H&F Committee welcome the opportunity to comment on Hammersmith and Fulham Clinical Commissioning Group (CCG) Consultation on Primary and Urgent Care Changes.

Who we are

Healthwatch Central West London is an independent charity established under the provision of the Health and Social Care Act 2012 to represent the voices of local people in health and social care. As a local Healthwatch our role is to ensure that local people are actively involved in shaping the health and care services that they use, and that they have a say on how decisions about what health and care services are available for them. We also ensure that people have access to information about health and care services in clear, easy to understand, and correct formats so that they are aware of what services are available for them in their local areas.

Healthwatch work in the London Borough of Hammersmith and Fulham (H&F) is shaped and driven by its Local Committee; an active group of 14 residents and representatives of voluntary organisations.

Overall comments

Healthwatch H&F Local Committee had an input in the design of the consultation document during the pre-consultation period through meetings with CCG representatives. The meetings aimed to ensure that the document is written in clear and simple language, jargon free, provides the necessary information and its design is user friendly. We welcome that H&F CCG took our recommendations into account in the final consultation document.

However, we are concerned about how the suggested changes will fit into the wider healthcare landscape both locally and nationally with the upcoming changes with the reconfiguration of the Primary Care Networks. We would like to suggest that H&F CCG does not consider the responses to the proposed changes in the consultation document in isolation. Instead, it should consider the likely impact on patients of these changes in conjunction with further changes expected through the move to Primary Care Networks. Patients experience the health system in a holistic and not fragmented way and we expect H&F CCG to take this into account, and evidence that they have, when taking decisions on implementation of changes to local provision.

We are concerned that these changes are mainly driven by H&F CCG's difficult financial position and not based on quality of healthcare for patients. We are further concerned about future changes that could occur, as the local NHS is not supported nationally to deal with the constantly increasing financial pressure because of the success of the GP at Hand service.

Comments on Proposals for Hammersmith Urgent Care Centre

We oppose the proposed closure of the Hammersmith Hospital Urgent Care Centre from midnight to 8am, as our local intelligence based on conversation that Local Committee members and staff have with residents shows:

- Low attendance is identified as mainly due to lack of available information and shared knowledge of existence of the UCC. This includes lack of awareness of how to access services and not lack of need. The consultation has increased awareness of these services and clearly indicates that increased footfall and take up could reasonably now be anticipated and the existing data could cease be current.
- The alternative of travelling to Charing Cross Hospital is problematic because:
 - a) It is not safe to wait for the bus at this time at night especially for women, but also for marginalised groups that might be targeted. We note that midnight is the time that a lot of pubs close as well.
 - b) There are no frequent buses.
 - c) People might not be able to afford to pay for the bus ticket.
- The UCC is in a deprived and disadvantaged area that has high levels of knife crime and not enough health infrastructure. For those who are already accessing the UCC during the proposed night times this might be the only access to healthcare services in the area. We note that UCCs are part of primary care and not secondary care and having a UCC gives the opportunity to people to register with a GP that were not aware of this.

Comments on proposals for GP Hubs

We oppose the reduction of the GP Hubs for the following reasons that our local intelligence based on conversation that Local Committee members and staff have with residents shows.

- Low use of the GP Hubs services is due to lack of information of how to access the GP Hub Service and not because of lack of need.
- Residents keep saying that it is already very difficult to book an appointment with a GP in the Borough.
- The clear message that comes from the local and national NHS is that patients need to use alternative methods instead of using A&E services. However, we feel that the potential implementation of the proposed changes is taking away more resources from primary care and there is a risk that there will be an increase in the use of ambulance services.

- The existing way of accessing GP Hub appointments (through your own GP or 111) and the restricted referral system are bureaucratic. This adds to patient confusion when trying to access services.

As clearly outlined in our response, lack of clear, accessible information of existing services and how to access them is identified as a major issue. We would urge H&F CCG that regardless of the outcome of the consultation it should work to ensure that all patients know how to access and use local urgent care services in H&F such as Hubs, UCC, evening and weekend GP appointments at another practice etc when they cannot get an appointment at their own GP practice.

24.05.2019

Olivia Clymer, Chief Executive of Healthwatch Central West London

Keith Mallinson, Chair of Healthwatch Hammersmith and Fulham Local Committee

Appendix 5: Breakdown of which GP practices were the highest users of the hub appointments

1 April to 30 September 2018 – H&F GP practice utilisation rates of Weekend Plus Hub appointments

Registered Practice	Total no. of appointments booked at three hubs (1 April – 30 Sep 2018)	Face to face consultation engagement event (Y/N)	In close proximity to Hammersmith UCC and were engaged (Y/N)
Parkview Practice	1,859	Yes	Yes
Cassidy Road Medical Centre	1,712	Yes	
Brook Green Medical Centre	1,690	Yes	
Canberra Old Oak Surgery	645	Yes	Yes
North End Medical Centre	428	Yes	
Sterndale Surgery	418	Yes	
The Bush Doctors	353	Yes	
Park Medical Centre	338	Yes	
Sands End Health Clinic	304		
Ashville Surgery	286		
Richford Gate Medical Practice	231	Yes	
Brook Green Surgery	219		
The Fulham Medical Centre	176		
Drs Uppal & Partners	156	Yes	Yes
The New Surgery	156	Yes	Yes
Palace Surgery	131		
Hammersmith & Fulham Centres For Health	106	Yes	Yes
Non H&F Practices	97		
Fulham Cross Medical Centre	92		
Ashchurch Medical Centre	71		
Babylon GP at Hand	53		
Parkview Medical Centre- Dr Kukar	51	Yes	Yes
The Hammersmith Surgery	48		
Lilyville Surgery	42		
Lillie Road Surgery	35		
Shepherds Bush Medical Centre	24	Yes	Yes
Dr Jefferies & Partners	16		
The Westway Surgery	12	Yes	Yes
The Medical Centre - Dr Kukar	8	Yes	Yes
Salisbury Surgery	2		
	9,759	16	



Hammersmith and Fulham
Clinical Commissioning Group