

IMPROVING ACCESS
TO PRIMARY CARE
SERVICES IN

Have Your Say



Share your views on improving access to primary care services in Somerset.

Your feedback will be used to inform Somerset Primary Care Trust's work to develop a new GP Led Health Centre in Somerset

Introduction

The purpose of this document is to inform patients, partner organisations and other stakeholders about plans to develop a new GP Led Health Centre in Somerset and to seek your views.

Your feedback will be used to inform the decision on which services should be provided in the new Health Centre and where it will be located.

Please send your comments to us by Tuesday, 5 August 2008.

Please forward completed feedback forms to:

Freepost RRKL-XKSC-ACSG
David Slack
Director of Primary Care Development
Somerset Primary Care Trust
Wynford House
Lufton Way
Yeovil
BA22 8HR
Telephone 01935 384025

or email: go@somersetpct.nhs.uk

Thank you for taking time to give us your views.

Improving Access to Primary Care Services in Somerset

This document outlines the plans to develop a new type of health centre in Somerset to improve access for patients to general practitioner and other primary care services, such as practice nurses and specialist clinics.

During the period 12 May to 5 August 2008 we are asking members of the public and other stakeholders to give their views so that we can ensure these are taken into account as the plans for the new service are developed.

Somerset Primary Care Trust

Somerset Primary Care Trust was established on 1 October 2006, replacing the four former Primary Care Trusts, Taunton Deane, Somerset Coast, Mendip and South Somerset. The main function of the Trust is to commission high quality health services to meet the needs of the population of Somerset, working with partner organisations in the NHS, local authorities and the voluntary sector.

- Somerset Primary Care Trust: annual budget £737 million
- Somerset population 530,000

Figure One below shows the area covered by Somerset Primary Care Trust



Somerset Primary Care Trust recognises that improving access to primary care services is a key priority if the local NHS is to deliver more personalised care that meets the needs of individuals and communities, especially those with high health and social care needs.

Primary care covers those services normally provided by your GP or Practice Nurse. It can also include clinics and community services provided by health professionals such as district nurses, health visitors, therapists or other services delivered in your local surgery and at home.

The Primary Care Trust is working with local GPs to improve the facilities of existing surgeries, recognising the need to ensure that primary care premises are modern, fit for purpose and reflect patient needs. The Primary Care Trust has given firm commitments to local GPs on the following principles:

- there are no proposals within Somerset to cut funding for general practice
- major investment in primary care is planned for the future
 - £1 million in 2008/09 to support Practice Based Commissioning
 - £2.5 million over five years to support GP premise development
- money will not be withdrawn from local practices to fund the new GP Led Health Centre services

Somerset benefits from high quality primary care services that are provided from accessible surgeries in all parts of the county. Overall, patients in Somerset do not have to travel long distances to access primary health care.

In 2007 the Department of Health commissioned a national patient survey asking for peoples' views on access to appointments with their GP. In Somerset over 23,000 people completed the survey and 17,700 stated that they were satisfied with their practice opening hours. The 5,300 who were not satisfied with the opening hours highlighted concerns about lack of clinics and services in the evenings and at weekends for people with daytime commitments.

Plans for a new GP Led Health Centre in Somerset

The Department of Health has launched a national initiative to increase the number of GPs and nurses and improve access to primary care services by providing additional money to allow each Primary Care Trust to improve access to primary care services.

The Somerset Primary Care Trust is planning to invest £1million for extra doctors, nurses and support staff to deliver this improved access through the new Health Centre. The investment is for new service capacity, although not necessarily for a new building.

Somerset Primary Care Trust wants to ensure that the new service is located in the area which will gain the most benefit and that the services are designed in response to patient needs. The intention is to develop a new and innovative service, led by GPs, that will be open to anyone regardless of where they are registered.

The new Health Centre will not be designed to replace existing primary care provision – it will provide extra services and increase access to primary care. It will give the public greater choice and will be particularly helpful to groups such as people who are at work and those with young families who may find it difficult to access normal GP services.

Your response to this document will allow the Primary Care Trust to use the views of the public and local clinicians to ensure that the new service makes a real improvement and is located in an area where it will have a real impact.

The Primary Care Trust is seeking views on two key issues:

- 1. Which health services should be provided by the new GP Led Health Centre?**
- 2. Which factors should the Primary Care Trust consider in selecting where to locate the new GP Led Health Centre?**

1. Which health services should be provided by the new GP Led Health Centre?

The Department of Health has set core minimum criteria for the new GP Led Health Centre. It must:

- be led by GPs and provide core primary care services
- be open to anyone (regardless of where they are registered)
- offer a bookable GP appointment or walk-in service, between 8.00 am to 8.00 pm, seven days a week, including bank holidays
- provide a more accessible and convenient service for patients who find it difficult to access their general practitioner during normal working hours.

In addition to the minimum core requirement, the new Health Centre in Somerset could be developed as a resource for people identified as requiring additional support and access to more specialist knowledge which it is not practical to provide within each general practice.

The Health Centre could manage services targeted at the most vulnerable and at risk patients on behalf of the wider health community. The high risk disease service may include the following patient groups:

- children with complex health needs
- people at high risk of developing a long term chronic condition
- people with a long term condition needing more specialist support, such as insulin conversion
- elderly people identified at risk of emergency admission to hospital
- end of life care
- support for local nursing homes

The aim is to provide broader, more individualised, and more intensive services for people with high health and social needs in Somerset.

HAVE YOUR SAY

Do you have any comments on which services should be provided in the GP Led Health Centre?

What would you identify as a priority?

Please use the feedback form provided at the end of the document to have your say.

2. Which factors should the Primary Care Trust consider in selecting where to locate the new GP Led Health Centre?

A number of factors will need to be taken into account by the Primary Care Trust in considering which part of Somerset would benefit the most from the services to be provided by the new Health Centre.

- **Areas with the greatest health and social care needs**

A prime objective in establishing the new Health Centre is to improve people's health and wellbeing in the areas of Somerset with the greatest health and social need by improving access to a range of primary care services. Health and social need is assessed by looking at the growth of the local population and their health status. Social issues such as levels of employment and the number of people living alone can affect an individual's health and wellbeing.

In Somerset, the areas with the highest health and social care needs have been identified in Taunton (Halcon and Lyngford), Bridgwater (Sydenham and Hamp) and Yeovil (Central, West and East).

- **Population Growth**

It is estimated that the population of Somerset will grow by 4% (22,000) over the next five years increasing by a further 22,000 by 2018. The majority of the population growth is in people aged 65 and above, and in particular those aged over 85. This is likely to put additional pressure on health and social care services.

Older people are more likely to require social and physical support, particularly during the later years of life. Needs may well be greater among those who live alone. Although many older people in Somerset live in the more rural areas when considering people living alone the highest numbers are generally in the more urban areas.

- **People from other countries who are eligible for NHS services**

In recent years the number of migrant workers coming to Somerset has increased, particularly from Portugal and Poland. Numbers of overseas workers are likely to continue to increase. Transient populations often face particular challenges in getting fair access to health services.

- **Maximising opportunities to integrate and co-locate with other community based services**

The new GP Led Health Centre might be co-located and integrated with other community and primary care services, such as pharmacy, diagnostic services and services normally provided in a hospital and with additional services such as social care, benefits advice and information for carers. The provision of these other services are not directly linked to the delivery of the new Health Centre, but the Primary Care Trust is seeking to have an innovative approach to partnership working to address specific health needs.

- **Easily accessible location**

Whilst the options for the location of the new Health Centre are likely to include Taunton, Bridgwater and Yeovil, premises have not been identified at this stage. What we do know, is that new premises will not be built in time to accommodate this new service, due to the tight timescales so initially existing or converted premises will have to be used. The new Health Centre services must be provided in locations with good public transport, patient parking and ease of access for people with limited mobility.

HAVE YOUR SAY

Do you have any comments on which factors the Primary Care Trust should consider when deciding where the new GP Led Health Centre should be located?

What would you identify as a priority?

Please use the feedback form provided at the end of the document to have your say.

3. Other comments

We welcome your comments on any aspect of health or health services in Somerset, particularly those which you think can be improved to be more responsive to patients' needs.

HAVE YOUR SAY

Do you have any other comments on health services, or opportunities to promote health and wellbeing?

Use the feedback form provided at the end of this document to have your say.

Completing the feedback form

For each question please tick clearly inside the box. For some questions you may need to tick more than one box.

Don't worry if you make a mistake; simply cross out the mistake and put a tick in the correct box.

Your response to this questionnaire is anonymous unless you choose to give us your name and address. We do ask that you provide some simple information about you and your interest in this new service.

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Closing date for responses is Tuesday, 5 August 2008

We would like to thank you for taking the time to give us your feedback. Your views and comments are really important and will help us ensure the new GP-Led Health Centre is located in the area that will gain the most benefit and that the services are designed in response to patients' needs.

Thank You

Improving access to primary care services in Somerset

Have Your Say

This feedback form is designed to seek your views on the design and location of a new GP Led Health Centre.

There are two key questions below with space to provide further comments.

1. Which health services should be provided by the new GP Led Health Centre?

National Core Minimum Requirement	Other Services (Please indicate your top five services)
GP Led <input checked="" type="checkbox"/>	Diagnostic Services <input type="checkbox"/>
Open to anyone (regardless of where they are registered) <input checked="" type="checkbox"/>	Enhanced services for people with long term chronic conditions such as diabetes and heart problems <input type="checkbox"/>
Offer bookable appointments between 8.00 am and 8.00 pm <input checked="" type="checkbox"/>	Immediate care for minor injuries <input type="checkbox"/>
Offer a walk in service between 8.00 am and 8.00 pm <input checked="" type="checkbox"/>	Obesity Management <input type="checkbox"/>
Provision of general medical services <input checked="" type="checkbox"/>	Smoking Cessation <input type="checkbox"/>
Locally Determined Minimum Requirement	Services for elderly people at high risk of emergency admissions to hospital <input type="checkbox"/>
Access to immunisations <input checked="" type="checkbox"/>	Services for families and children <input type="checkbox"/>
Family planning and sexual health advice <input checked="" type="checkbox"/>	Services to identify people at risk of disease, such as stroke, heart disease and diabetes <input type="checkbox"/>
Immediate care for urgent need <input checked="" type="checkbox"/>	Services for end of life care <input type="checkbox"/>
Anti-coagulation monitoring <input checked="" type="checkbox"/>	Services for maternity and newborn care <input type="checkbox"/>
Minor Surgery <input checked="" type="checkbox"/>	Health promotion and prevention services <input type="checkbox"/>
	Social and Welfare advice <input type="checkbox"/>
	Others <input type="checkbox"/>

Please use this section to describe in more detail the services that you would like to see the new GP Led Health Centre provide.

What would you identify as a priority?

Other general comments about the GP Led Health Centre services?

2. Do you have any views on which factors the Primary Care Trust should consider when deciding where the new GP Led Health Centre should be located?

National Core Minimum requirement

Accessible to people with limited mobility

Other Factors

- Close to a town centre
 - Access to good public transport
 - Targetted to meet the highest population growth
 - Targetted to meet the needs of transient groups
 - In an area identified with a high health and social care need
 - Co-located with other services
- Please indicated what other services:
-
-

What would you identify as a priority?

3. Other comments

We welcome your comments on any aspect of health or health services in Somerset, particularly those which you think can be improved to be more responsive to patients' needs.

A Bit About You

1. Please state the area in which you live, work or is most relevant to you

Taunton Yeovil
Bridgwater Other (please state) _____

2. Please tick one of the list below which best describes your interest in the new service

Patient Acute Hospital employee
 Patient group Community employee
 GP Primary Care Nurse
 Practice Nurse Other (please state) _____

If you are happy to state your job title or who you work for please state below:

3. What is your gender

Male Female Transgender

4. What age group do you belong to?

Under 18 18-24 25-34 35-44
45-54 55-64 65-74 Over 75

5. Disability

Do you consider that you have a disability as defined by the Disability Discrimination Act 1995? (This means a physical or mental impairment which has a substantial and long term adverse effect on your ability to carry out normal day to day activities.)

Yes No I don't know

6. Ethnic group

What is your ethnic group?

White Chinese
 Mixed Other (please state) _____
 Asian
 Black

7. If you are happy to give your name and address please use the space below

Name _____

Address _____

_____ Postcode _____