

HEALTHIER COMMUNITIES SELECT COMMITTEE			
Report:	Update: Public consultation on the future of the NHS Walk-in Centre and improving provision and access to primary care		
Ward:	New Cross and Evelyn	Item No.	7
From:	Dr Marc Rowland, Chair, NHS Lewisham Clinical Commissioning Group Dr David Abraham, Clinical Director, Urgent Care Lead, NHS Lewisham Clinical Commissioning Group		
Class:	Part 1 (open)	Date:	1 <sup>st</sup> November 2017

## 1. Purpose

- 1.1 The purpose of this report is to provide the Healthier Communities Select Committee with; (a) an update on the engagement carried out by NHS Lewisham Clinical Commissioning Group to support the public consultation on the NHS New Cross Walk-in Centre and improving provision and access to primary care; and (b) the emerging themes from the consultation.
- 1.2 It is important to note that at the time of submission of this report and subsequent publication (26.10.2017), that the public consultation ends on 30<sup>th</sup> October 2017. Consequently, not all themes will be captured, including NHS Lewisham Clinical Commissioning Group led engagement events which run to the closing date.
- 1.3 In addition, it is important to allow commissioners time to fully review and assess all responses to the consultation. Consequently, this reported has been submitted late in order to provide a credible early view of the extensive responses to the consultation.

## 2. Recommendations

- 2.1 The members of the Healthier Communities Select Committee are asked to;
- 2.1.1 Note that the formal public and stakeholder consultation commenced on the 8<sup>th</sup> August 2017 for a period of 12 weeks and will end on the 30<sup>th</sup> October 2017;
- 2.1.2 Review the engagement activities, emerging themes and proposed alternatives from the initial review of responses;
- 2.1.3 Review the Equality Impact Assessment (See Appendix 3 – separate attachment).

## 3. Background

- 3.1 On 13<sup>th</sup> July 2017 the NHS Lewisham Clinical Commissioning (LCCG) Governing Body approved the recommendation to formally consult on the future of the NHS Walk-in Centre and improving provision and access to primary care.
- 3.2 The CCG adopted commissioning responsibilities for the New Cross Walk-in Centre from NHS England in 2015, when the GP register was disaggregated from the Walk-in Centre. On the 1<sup>st</sup> January 2016 an extension to the contract was issued to the incumbent provider of the New Cross Walk-in Centre, located in the Waldron Health Centre for a period of 24 months.
- 3.3 In line with the public sector duty to consult, pre-consultation on the proposal and the plans for formal public and stakeholder consultation were reviewed by the Healthier Communities Select Committee on 20<sup>th</sup> July 2017. A formal and comprehensive public, patient and stakeholder consultation programme was developed to enable views and comments to be sought and was launched on 8<sup>th</sup> August 2017. The consultation runs for a period of 12 weeks to realistically allow stakeholders sufficient time to provide a considered response (taking into account of the last four

weeks of the school summer holidays) and to enable due consideration by commissioners of what if any impact there may be and take appropriate mitigating action.

- 3.4 On 12<sup>th</sup> January 2017<sup>1</sup>, the CCG set out its approach for integrated urgent and primary care to the Healthier Communities Select Committee in the refreshed Primary Care Strategy – Developing GP Services. In addition, on the 25<sup>th</sup> April 2017, the CCG provided the Committee with an update on changes to primary care services<sup>2</sup>.
- 3.5 At the Healthier Communities Committee on 20<sup>th</sup> July 2017, the CCG agreed to return and provide an update on the consultation and key themes.
- 3.6 The next steps post the closing date is for the CCG to take stock of what we have heard from local residents and stakeholders. The CCG will conduct a comprehensive review and assessment of all responses, which will be published in line with best practice and provide recommendations to the Governing Body in November 2017.

#### 4. Key themes

- 4.1 The key themes are based on a series of engagement events, stakeholder meetings, letters and emails to the CCG and an early review of the responses provided in the survey. It is important to note that a more comprehensive qualitative analysis and review of all responses will be conducted at the end of the consultation on 30<sup>th</sup> October 2017. This is to ensure that appropriate consideration and reflection is given to all responses and proposed alternatives.
- 4.2 GP Extended Access Service
- 4.3 The vast majority of responses to date indicate that there is not only a lack of awareness of this new service, but that residents contacting their local GP practices are not being routinely offered this choice. Respondents were not aware that the GP Extended Access service operates 8am – 8pm, 7 days per week and provides both nurse and GP bookable appointments (including video consultations) and most importantly access to medical records.
- 4.4 This is supported by a review of all GP practice websites in Lewisham where to date only 14 out of the 39 practices provide information on the GP Extended Access service on their sites. As commissioners we are acutely aware that the service is underutilised particularly by GP practices in the north of the borough.
- 4.5 This concurs with the Healthwatch Q2 Intelligence Report, which provides a ‘*qualitative view*’ and concluded that a significant number of people are unaware of the service.
- 4.6 The GP Extended Access service will be re-locating to a purpose built suite and the service will be re-launched in November 2017. The CCG has contacted all GP practices to ensure that frontline staff are aware of the service.
- 4.7 Unable to get through over the phone/Unable to get an appointment with their GP
- 4.8 There were a significant number of responses where people were either unable to get through over the phone and/or unable to get an appointment with their GP. There is also a lack of awareness of the ‘extended’ opening hours of local surgeries.
- 4.9 As alluded to earlier not all GP practices are consistently providing patients with the choice of a GP Extended Access appointment. This is a recurrent theme in Lewisham with regard to appointments and is supported by regular qualitative Healthwatch Intelligence Reports. However, the Healthwatch Q2 Intelligence Report does suggest that for this period people’s views were more positive about GP practices in the borough, which is an improvement on the previous quarter.

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<sup>1</sup> <http://councilmeetings.lewisham.gov.uk/documents/s47475/05%20Primary%20care%20transformation%20and%20access%20to%20GP%20services%20-%2020120117.pdf>

<sup>2</sup> <http://councilmeetings.lewisham.gov.uk/documents/s49932/05%20Primary%20care%20update%20-%2020250417.pdf>

- 4.10 The GP National Survey is an annual England-wide survey that gathers data on patients' experiences of their GP surgeries. In July 2017<sup>3</sup> questionnaires were completed by 4,048 Lewisham patients. Ipsos MORI administers the survey.
- 4.11 Lewisham was slightly below the national average for overall patient experience of their GP practice. The national average was 85% and Lewisham scored 83%. However, what is clear is that in Lewisham the difficulty patients experience is getting through over the phone to their local GP practice – this fuels the overall dissatisfaction rates.
- 4.12 For ease of getting through over the phone the national average is 68% of respondents found it either very easy or fairly easy and for Lewisham it was 62%. However, there are 3 GP practices that are below 35% of respondents who found it either easy or fairly easy to get through over the phone. The CCG has provided additional funding to 8 GP practices (including 4 in the north of the borough) for specific improvements in telephony infrastructure.
- 4.13 However, once patients do get through the satisfaction rates increase with regard to getting an appointment. In relation to the convenience of the appointment the national average was 92% being convenient and for Lewisham CCG 91% responded that the appointment they got was convenient. In terms of success rates of getting to see or speak to a nurse or GP from their surgery the national average was 84% and for Lewisham the average was 81% were successful.
- 4.14 All Lewisham GP practices offer GP Online Services, which includes booking appointments, ordering repeat prescriptions and accessing medical records. Lewisham is currently the third best performing CCG in London for the number of patients that are registered for online services. The CCG will look to continue this good progress and support patients and practices to maximise the benefits of this facility. Online services free up practice time to support patients who may not be able to take advantage of online services and need to contact to contact the practice by phone.
- 4.15 As part of the eConsultations GP Forward View<sup>4</sup> programme, the CCG are developing local solutions to improve access at GP practices, which are supported by technology e.g. symptom checkers/video consultations. These alternatives free up time for GPs enabling them to spend more time managing patients with complex needs. For example the GP working remotely can provide a consultation, in about a third of the time of a traditional face to face appointment. As well as improving access for patients, evidence to date indicates that online consultation systems can free up to 10 per cent of the GPs' time.
- 4.16 NHS England has commissioned the North of England Commissioning Support Unit to collect *Third Next Appointment (TNA)* data from each general practice in England. TNA is intended to give an indication of the amount of time in days a patient theoretically would need to have waited for an appointment at the time a booking was made. This will give NHS England a view of waiting times for GP appointments and play an important part in understanding the pressure on healthcare systems as we move into winter. Every practice received a call during September and October 2017. We are awaiting the results of this audit.
- 4.17 Details of all GP surgeries providing extended opening hours are located at Appendix 1.
- 4.18 Unregistered
- 4.19 A number of those we engaged with from local organisations raised concerns about the potential number of people who live in the borough and might not be registered with a GP.
- 4.20 The initial review of activity data presented as part of this consultation demonstrated that some 28.6% of all attendances to the Walk-in Centre in 2016/17 could not be attributed to any CCG. In order to attribute the attendance to a CCG the GP details are required. Therefore, for those attendances without these details the assumption is that these are attendances for people who are not registered with a GP. Unfortunately, this is a commonplace issue with Walk-in Centre activity because it is not linked to an individual's medical record.

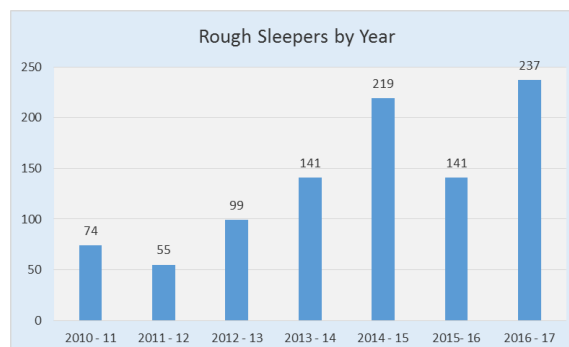
<sup>3</sup> <https://gp-patient.co.uk/downloads/slidepacks/2017/08L%20-%20NHS%20LEWISHAM%20CCG.pptx>

<sup>4</sup> <https://www.england.nhs.uk/wp-content/uploads/2016/04/gpfov.pdf>

- 4.21 The CCG has reviewed the activity data from the Walk-in Centre for 2016/17 to support the Equality Impact Assessment (See Appendix 3 – Separate attachment) and the potential number is not as significant as first perceived. The CCG has modelled the potential the number of unregistered patients or where no GP was identified by using the first part (partial) of the postcode of the address attributed to each attendance. This approach was necessary in order to comply with data protection rules on Patient Identifiable Data (PID).
- 4.22 The quantum number of potentially unregistered patients or where the GP was not identified on attendance at the Walk-in Centre is estimated at 2,300 people with a partial Lewisham postcode. This number is heavily inflated due to the inclusion of some partially shared postcodes with the 5 other south east London boroughs and Croydon.
- 4.23 Audits conducted by the South East London Primary Care contracting team in August 2017, indicates that there is sufficient capacity to offer patients a good choice of GP practices to register within a 1 mile radius of the Waldron Health Centre.
- 4.24 The CCG has committed to providing additional Patient Advice Liaison Support (PALS) at the Waldron Health Centre to support getting patients registered over the winter period from October 2017 to March 2018.
- 4.25 Concerns were also raised about unregistered students and the CCG attended the *Fresher's Week* at Goldsmiths College (See section 7.6 d). However, the CCG intends to develop an annual communications and engagement programme for students to coincide with intakes.
- 4.26 It is also important to note that Goldsmiths College has commissioned the Amersham Vale Training Practice to register 2,000 students under a separate arrangement. The CCG has supported the practice in agreeing additional space within the Waldron Health Centre.
- 4.27 Vulnerable/Homeless
- 4.28 There has been significant concern expressed from the outset of the consultation from the local MP, local homeless charities, GP practices, residents and more recently local faith groups for those most vulnerable in New Cross and Deptford – specifically the homeless.
- 4.29 The CCG through its Equality Impact Assessment identified that this is where there could be a gap in services for the homeless in New Cross and Deptford. The CCG commissions two GP practices who provide Enhanced GP services to the four hostels in Lewisham. However, these services support those who are known to agencies and access the hostels.
- 4.30 Consequently, the CCG organised a multi-agency summit with the council to better understand the challenges faced by the homeless accessing services across the system. However, a key requirement for the CCG was to consider the barriers to accessing primary care services for the homeless and to inform any additional provision or services.
- 4.31 The multi-agency homeless summit took place on the 18<sup>th</sup> October 2017 and was well received by all those in attendance. It presented a unique situation where representative from agencies across the system providing services and support to the homeless were all in the same place at the right time. There were representatives from homeless charities including, Deptford Reach, 999 Club, Bench Outreach, St Mungos, Thamesreach, Lewisham & Greenwich NHS Trust, South London & the Maudsley NHS Trust, Pathway, Healthy London Partnership and Healthwatch.

Table 1: Rough Sleepers; Source: Lewisham Council

- 4.32 The summit heard from the council that the number of rough sleepers in New Cross and Deptford in 2016/17 was 237 (See Table 1 opposite). However, local charities advised that these numbers were an underestimation and this was the tip of the iceberg.
- 4.33 The council reported that the numbers of rough sleepers had risen over the years due to a number of contributing factors; austerity, public



sector service reductions, welfare reform and the housing crisis.

- 4.34 The summit received a joint presentation from Bench Outreach and the 999 Club on *'Poverty and exclusion among people accessing homelessness services in Lewisham'*. The presentation outlined the preliminary analysis of a survey conducted across three organisations, the 999 Club, Bench Outreach and Deptford Reach, over a two week period in October 2017. Its purpose was to inform service development, joint working and strategic planning. In summary the recommendations included; development of gender specific services, a review of supported accommodation, support for the vulnerable housed and facing the introduction of Universal Credit, review of Mental Health service provision for the homeless, the development of a similar pathway, with the guarantee of a same day service in the north of the borough for the homeless and support for the development of services to people who are eligible for benefits or housing support.
- 4.35 The summit mapped the many pathways and services provided for the homeless in New Cross and Deptford. However, two things were apparent with regard to accessing primary care services for the homeless; (i) for those known to the system and able to access beds in hostels the GP Enhanced Primary Care Service met their needs and the service was well received by all agencies; and (ii) for those termed as 'rough sleepers/sofa surfers' the GP Extended Access service presented an additional barrier due to the requirement to be registered with a GP practice in Lewisham and also being constrained by having to book and attend an appointment at a fixed time.
- 4.36 The summit committed to do a number of immediate things;
- (a) To set up a homeless redesign network, which would meet on a regular basis – this would be facilitated by commissioners (the council and the CCG);
  - (b) The CCG committed to working with local GP practices located in the Waldron Health Centre to develop an additional alternative service for the rough sleepers in New Cross and Deptford.
- 4.37 The CCG will also be running training sessions for all GP practices in February 2018 at a protected learning time event on registering and supporting the vulnerable – utilising the Healthy London Partnership training materials and toolkit<sup>5</sup>.
- 4.38 Mental Health Assessment & Liaison Service: During the consultation concerns had been raised by the homeless charities about changes to this service. At the homeless summit a solution was provided by the South London & the Maudsley (SLaM) Trust. The current Clinical Service Lead for the Assessment & Liaison Service who is a dual trained nurse RMN/RGN and has with a specific interest in Homelessness and Public Health and has agreed to offer Mental Health Assessment and advice to service users and staff at the 999 Club. This will be a fortnightly session for six months. It was agreed at that SLaM and the 999 Club would liaise on the operational aspects of this new arrangement.
- 4.39 Children under five years
- 4.40 Concern was raised that the Walk-in Centre saw a large number of children under 5 years of age and that the GP Extended Access service was not seeing children under 18 years of age. The GP Extended Service will see all children from November 2017 once relocated to its dedicated suite at the University Hospital site. In addition, it is recognised that it is best practice for GP surgeries to triage and prioritise children under 5 years for urgent care and management.
- 4.41 Not enough GPs and Nurses
- 4.42 The capacity of local GP practices in Lewisham and the lack of GPs and Nurses was a recurrent theme particularly in the written submissions.
- 4.43 Health Education England has conducted a national workforce analysis published in January 2017 to support the General Practice Forward View on Primary Care for GPs and Nursing.

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<sup>5</sup> <https://www.myhealth.london.nhs.uk/healthy-london/latest/publications/homelessness-health-resource-pack>

- 4.44 In comparison to both the national and London *GP Full-time equivalent (FTE) to patient list size ratio* Lewisham is in a better position and this trend continues when compared with neighbouring CCGs in Lambeth, Southwark, Greenwich, Bromley, Bexley and Croydon.
- 4.45 In practical terms this means that in Lewisham there are fewer patients to each GP. The national average GP FTE to patient list size ratio is **1:2000** and for London the average is **1:2100**. For Lewisham CCG the average GP FTE to patient list size ratio is **1:1900**, which equates to **143.8 FTE** in January 2017. These ratios do not include locums, retainers and registrars, which do help to support the substantive workforce. This also excludes the GP Extended Access (which includes Nurses and GPs) and the Primary Care Assessment (GP Streaming) services.
- 4.46 The current number of GPs in Lewisham as per the latest publication of NHS Digital data (publication August 2017; data extracted 30<sup>th</sup> June 2017) is 147 as shown in Table 2 below;

Table 2: GP WTE

CCG	All Practitioners	GP Providers	Salaried/Other GPs	GP Retainers	GP Registrars	GP Locums
08L Lewisham	161	94	53	1	4	9

- 4.47 Health Education England has also conducted a national workforce analysis on *Nursing Full-time equivalent (FTE) to patient list size ratio* puts Lewisham in a better position in London. However, when compared with the national average Lewisham falls behind. The national average Nursing staff FTE to patient list size ratio is **1:3600** and for London the average is **1:5300**. For Lewisham CCG the average Nursing staff FTE to patient list size ratio is **1:5000**, which equates to **58 Full Time Equivalents**. However, all London CCGs have a lower ratio of nursing staff compared with the national average.
- 4.48 In recognition of these challenges facing our nursing workforce the CCG has been working in partnership with Lewisham Community Education Providers Network (CEPN), on developing and sustaining the Primary Care Workforce. This has included on-going recruitment of newly qualified nurses, or nurses from other domains, to undergo General Practitioner Nurse training – in order to address the early succession issues in Lewisham.
- 4.49 Lewisham has 4 of the first Healthcare Assistants from primary care in London on the Nurse Associate training programme at the University of Greenwich. The CEPN supported by the CCG has commissioned additional places for the Advanced Care Practitioners at Greenwich University (MSC in Advanced Clinical Practice). There are currently 10 on the course and 4 started in September 2017.
- 4.50 In Lewisham, 6 General Practice Nurses commenced non-medical prescribing, which supports with reducing the workload of GPs and improving patient satisfaction training.
- 4.51 The CCG appointed the first Nurse Consultant in Primary Care in the country, in addition to appointing 3 General Practice Nurse Advisors to support with professional development and recruitment.
- 4.52 The CEPN has supported 6 student nurses on the 3rd year management placements in general practice and each spends 3 months in GP practices. Consequently, 5 have qualified and 2 are working for GP practices in Lewisham and 1 is a District Nurse in Lewisham.
- 4.53 Practice nurses are recruited directly on completion of their training and are being mentored by the CCG Nursing Team. Currently there are no vacancies in Lewisham – except where practices are not recruiting.
- 4.54 The CCG has also submitted a successful bid against the GP Forward View Clinical Pharmacist in General Practice programme, which will support Clinical Pharmacist to work in GP practices. This bid will initially cover a population of approximately 90,000 and provide additional clinical support to GPs in managing patients and their prescribing needs.

#### 4.55 Wound dressings

- 4.56 A specific concern was raised by the Save the Lewisham Hospital Campaign and a local GP practice about the provision of services to support care for wound dressings.
- 4.57 The GP Extended Access service provides appointments with nurses who are able to access patients' medical records, which enables continuity of care. The service provides care for wound management and from November 2017 when the service relocates, will be providing an additional 1,000 nurse appointments. In 2018, this will increase to 2,600 additional bookable nurse appointments.
- 4.58 Each year NHS Lewisham Clinical Commissioning Group invests an 'additional premium payment' of £3.2M to GP practices providing core services to patients. The CCG agreed in May 2017 with the Local Lewisham Medical Committee and the London-wide Medical Committee (which represents GPs) to continue to include payment for wound dressings (post-operative wound care and suture removal). Therefore, patients in Lewisham will also be able to access support from their local GP practices.

#### 4.59 Winter Planning

- 4.60 Across all types of responses and engagement, concern has been expressed with regard to planning for winter and the potential impacts on A&E. However, it is important to note that there is little evidence to support this view, based on where similar changes made across the country and more locally CCGs such as Lambeth, Southwark and Greenwich – have not reported adverse shifts in activity.
- 4.61 The CCG in partnership with Lewisham & Greenwich Trust and the system A&E Delivery Board has a robust Winter Plan, which has been submitted to NHS England.
- 4.62 The CCG has set out local mitigations in the Equality Impact Assessment, which includes; (i) GP streaming and redirection in the Urgent Care Centre from November 2017; (ii) increased nurse and GP appointments provided by the GP Extended Access Service; (iii) Patient Advice & Liaison Support to get patients registered at the Waldron Health Centre from this month until March 2018; and (iv) additional support for the rough sleepers as identified earlier.
- 4.63 Lastly, our clinical review has demonstrated that the vast majority of people attending the Walk-in Centre for colds, flu-like symptoms and sore throats did not need to see a GP. This is supported by the national review of Walk-in Centres conducted by Monitor<sup>6</sup>. Therefore, in order to reduce pressure on primary care services over the winter period as a system we need to support residents to access the right care.
- 4.64 Therefore, the CCG will be supporting the national annual Winter Campaigns such as *Stay Well Winter* and *Stay Well Pharmacy*.
- 4.65 However, the CCG has committed to developing a bespoke winter campaign for the north of the borough to support those who did not need a GP appointment to use alternative services or to self-care. The CCG will be working with local pharmacies and preventative services. This is evidenced by the recurring theme from the consultation and highlighted by Healthwatch that residents are not aware of the alternative services such as pharmacies or the GP Out of Hours Service (accessible when GP practices are closed), which is provided by the South East London Doctors Co-operative (SELDOC).
- 4.66 Sexual Health Services: There has been a great deal of confusion about the community services delivered from the Waldron Health Centre and the Walk-in Centre – with particular reference to Sexual Health Services. Community Integrated Sexual Health services at the Waldron Health Centre are provided by Lewisham & Greenwich Trust and walk-in and appointments services are available 6 days per week and this service is not a part of the consultation.

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[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/283778/WalkInCentreFinalReportFeb14.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/283778/WalkInCentreFinalReportFeb14.pdf)

## ***Consistency with current and prospective patient choice***

### **5. Alternatives**

5.1 It is important to note that at the time of submitting this report the consultation on the future of the Walk-in Centre and improving the provision and access to primary care has not closed. Consequently, what is provided in this section is only a summary and not an exhaustive list of some of the responses received to date.

5.2 The vast majority of alternatives summarised relate either to extending existing GP services or to developing more bespoke services.

5.3 The alternative models and services proposed range from;

- providing a satellite GP Extended Access service in the Waldron Health Centre;
- a Walk-in service for the homeless;
- getting GP practices to extend their hours;
- re-introducing same day appointments at the GP practices;
- same day triaging at GP practices;
- providing walk-in appointments at GP practices;
- charge patients £20 for a same day GP appointment
- increase the use Clinical Pharmacist or Nurse Practitioners;
- provide STD test at GP practices;
- clearer appointment systems;
- fast track service for the elderly and children;
- register student as part of enrolling;
- provide a named GP for each patient;
- provide online booking;
- provide a diagnostic centre at the Waldron (e.g. ultrasound and x-ray);
- develop more alternative care;
- expand SELDOC;
- offer wellness and preventative groups;
- turn the Waldron Health Centre into one good GP facility;
- develop video or Skype consultations;

5.4 Post consultation the CCG will review, consider and assess and publish all alternatives proposed in response to the key questions in the survey and from the engagement activities, which we have undertaken.

## ***Strengthened Public and Patient Engagement***

### **6 Pre-consultation**

6.1 In January and February 2017 the CCG interviewed users of the Walk-in Centre to better understand why they used the service and what the CCG could do to better improve access to primary care. A series of interviews took place on different days and times to ensure that a representative sample of users and views would be reflected.

6.2 The main driver of patients choosing to use the Walk-in Centre was being unable to get an appointment with their own practice. However, a significant number of patients perceived that they would be unlikely to get an appointment and therefore, went directly to the Walk-in Centre without contacting their own GP; 46% said they went directly to the Walk-in Centre because they did not think they would be able to get an appointment at their GP practice.

6.3 The CCG asked those interviewed in January and February what they would do if the Walk-in Centre was not available and 40% stated they would have used A&E if the Walk-in centre was not available and 27% would just wait and see their own GP.

6.4 At the point these CCG led interviews users there were no other alternatives available, as the GP Extended Access Service was not launched until April 2017.



- 6.5 Of those interviewed, 82.2% of people reported that they would consider using another service, which offered bookable appointments at another location, if their own GP practice did not have appointments available.
- 6.6 In January 2017, the CCG commissioned Healthwatch Lewisham to deliver engagement activities with seldom heard groups in Lewisham. This engagement was commissioned to support a future model of Primary Care Extended Access, organised around the needs of patients and local populations. The CCG were keen to seek the direct views and experiences of the following groups;
- People from Black African and Caribbean backgrounds
  - People with a learning disability
  - People with a physical or sensory disability
  - People with mental health issues
  - People living in areas of deprivation
- 6.7 The recommendations were used to develop the GP Extended Access service, which commenced in April 2017 and are included in the Equality Impact Assessment (See Appendix 3 – separate attachment).

## **6. Consultation**

- 6.1 The CCG outlined its approach to engaging members of the public, patients and stakeholder in this formal consultation to the Committee on the 20<sup>th</sup> July 2017. We have ensured that the information on the consultation is accessible online and paper copies have been provided when requested. The CCG also commissioned easy read, audio and Vietnamese versions.
- 6.2 The CCG also recognises that there are different ways of engaging with our local communities. Our engagement programme has consisted of face to face outreach with various groups and the diverse communities in Lewisham. The CCG has met with homeless charities, community development groups, community hubs, children's centres, parents' forums, patient participation groups, faith groups, local ward assemblies and students.
- 6.3 The CCG also acknowledges the need to find more innovative ways of reaching those in our community who do not traditionally engage with processes of this nature or the seldom heard and have visited local businesses – particularly those where we are able to access residents from Black Minority Ethnic backgrounds.
- 6.4 We have also been visiting local transport hubs (Lewisham, Catford, Forest Hill, Sydenham, New Cross and Gate stations) and the Lewisham Shopping Centre and we have supported all GP practices to send text messages to their patients on the consultation.
- 6.5 People of working age are the highest users of the New Cross Walk-in Centre. Therefore, the CCG has had a visible presence at key transport hubs and train stations in the borough during the morning rush hour. The CCG distributed 1,175 postcards to commuters, in addition to making announcements on the consultation.
- 6.6 This section sets out of a summary of some of the interventions and a list of engagement activities are located in Appendix 2;

### **(a) Patient Participation Groups (PPG)**

The CCG supported the development of neighbourhood Patient Participation Groups (north, south west, central and south east) in 2015, working with the local GP Federation, One Health Lewisham. The CCG attended this borough-wide meeting with attendees representing the PPGs from Lewisham practices. A presentation of the consultation was given to the 40 people who attended the event. Attendees were asked to take part in a snap shot vote – using a coloured care voting system. Of those attending 30 took part in the vote; 19 supported the proposal; 3 did not; and 8 were unsure. The confidence levels varied with regard to getting an appointment with their own GP or the GP Extended Access service.

### **(b) Local charities and voluntary organisations**

*Deptford Reach*

The CCG delivered a presentation to 12 people at the service with written materials to support discussion and 6 people completed paper surveys (who were all registered with GPs). There was positive feedback about the Enhanced GP Service for the homeless commissioned by the CCG. However, concerns were raised about those who attended the Walk-in Centre and might not be registered with a GP. There was a lack of knowledge about the GP Extended Access service. The view was that the homeless would be more likely to ask for appointments in person due to a lack of phone credit.

#### *999 Club*

The CCG attended the 999 Club and spoke with people in small groups and individually. 18 surveys were completed and all were registered with a GP. 14 service users responded and 4 staff and volunteers who lived in the borough and had used the Walk-in Centre. Concerns were raised again here about the ability to access the GP Extended Access service due to a lack of phone credit and having to travel to their GP to book an appointment at the Lewisham Hospital site.

#### *Evelyn Parents Forum*

Evelyn Parents Forum is a local Deptford volunteer parent/carer community group. The CCG attended the Forum and spoke with 4 parents and 3 completed the survey. Although not concerned for themselves 2 parents expressed concerns for others about the proposed closure. There were strong concerns from 1 parent about their own vulnerability with regard to probable additional travel costs and travelling to the Lewisham Hospital site on public transport from Deptford with sick children.

### (c) Stakeholders

#### *Kaleidoscope Children's Centre*

The CCG spoke with parents of children from across the borough and from diverse backgrounds at the Centre, engaging in total with 25 people and 16 completed the survey. People using the services at Kaleidoscope were overwhelmingly in favour of the proposal. Particularly, with regard to the benefits of having a fixed/booked appointment when travelling with a sick child – rather than a queue up and wait system.

#### *Neighbourhood Community Development Partnership*

The CCG attended an event held by the partnership to provide information for community organisations, which was shared with 18 community organisations. There were a handful of members of the public were present. The purpose of attending this event was to utilise the existing community channels and network to inform people about the consultation and encourage participation. People at the event had not used the GP Extended Access service and were not aware that it offered appointments 8am-8pm, 7 days a week. Concern was expressed that people in the area (on the border of Southwark) were often forgotten in any health decisions.

#### *Downham Health & Leisure Hub*

The CCG spoke with people at this community hub. This engagement was successful in reaching people of working age and diverse ethnicity. Of the 40 people, 6 completed the paper survey – with others agreeing to complete it online. The majority of those engaged stated that the Walk-in Centre was too far and some used the Beckenham Beacon Urgent Care Centre. The GP Extended Access service had been used by one person who had a positive experience of the service. More people here supported the proposal, however this was not unanimous.

#### *Phoenix Green Man (South Lewisham)*

The CCG attended this Health & Well-being event, which was open to all residents and was attended by 70 people, who were mainly aged over 55 years. The CCG had a stall at the event and provided a short presentation to 21 people. Of those 21 people 4 had used the Walk-in Centre. None of those who the CCG spoke to were aware of the GP Extended Access service. During a show of hands vote, where 16 people voted; 11 did not support the proposal, 2 were unsure, 1 supported it and 2 were out of borough residents.

### *Local NHS Trusts and neighbouring Clinical Commissioning Groups*

The CCG wrote to all local NHS Trusts and neighbouring Clinical Commissioning Groups at the start of the consultation.

The CCG met with representatives of Lewisham & Greenwich Trust to discuss the proposals and possible mitigations; (i) GP streaming and redirection in the Urgent Care Centre; (ii) increased nurse and GP appointments provided by the GP Extended Access Service; (iii) Patient Advice & Liaison support to get patients registered at the Waldron Health Centre; (v) a north of the borough specific winter campaign to support those who did not need a GP appointment to use alternative services or to self-care; and (vi) additional support for the homeless. At the time of submitting this report the CCG are awaiting a formal response from Lewisham & Greenwich Trust, however commissioners have agreed with the Trust that weekly monitoring of activity will take place between January and March 2018.

### *Save the Lewisham Hospital Campaign*

The CCG wrote to the campaign on 8<sup>th</sup> August 2017 and received a response on 29<sup>th</sup> September 2017, which outlined 8 specific areas of concern. A meeting was arranged with representatives of the campaign Dr Louise Irvine, Dr Tony O'Sullivan and Jane Mandlik, The CCG has provided a formal response to the areas of concern, which has been published here; [http://www.lewishamccg.nhs.uk/get-involved/PublishingImages/Pages/Have-your-say-Walk-in-Centre,-New-Cross/SLHC\\_CCG\\_Statement\\_16102017.pdf](http://www.lewishamccg.nhs.uk/get-involved/PublishingImages/Pages/Have-your-say-Walk-in-Centre,-New-Cross/SLHC_CCG_Statement_16102017.pdf)

### *Leegate Community Centre*

The CCG engaged with 8 people who had used the Walk-in Centre. Some expressed positive comments about the GP Extended Access service although they had not used it themselves. Some valued the Walk-in service because they had attended in a crisis and believed they were treated better than at their own GP. Of the people we spoke to 3 supported and 4 opposed it and 1 person did not complete the question. There was less certainty about confidence levels in being able to book appointments using either their own GP or the Extended Access service, with half of people uncertain about answering the question.

### *Young Mayors Advisors*

The CCG met with 8 Young Advisors and provided information about the proposals. The young Advisors' experiences of access to GP appointments was positive, with most reporting that they could get an appointment when they needed one. When asked about their views on the proposals 2 people supported the proposal, 2 were uncertain and 4 did not support the proposal.

#### (d) Local residents, patients, NHS staff and users of the New Cross Walk-in Centre

### *Waldron Health Centre Drop-in Sessions*

The CCG organised a series of drop-in sessions at the Waldron Health Centre. These sessions were open to the public, patients, staff and included two people outside the Waldron Health Centre, who told us they were rough sleeping and who completed the survey. These rough sleepers were registered with a GP practice, which is commissioned to provide an Enhanced Service to the Homeless. However, they expressed concern at the potential loss of the Walk-in Centre in that it supported people who could not make appointments. Over these three initial drop-in sessions, 90 people were engaged with and 24 completed the survey with other agreeing to complete online. Although most people understood the requirement to address the needs of the entire borough and some people supported the proposal; the majority did not agree with the proposal. Reasons provided included proximity of the Walk-in and the potential impact on vulnerable people.

From additional sessions held during the week commencing 23<sup>rd</sup> October 2017 at the Walk-in Centre and engaging with users of the service; 28 people completed a survey, of which 10 supported the proposal, 8 did not and 10 did not know. In addition, a number of people committed to complete the survey online.

### *Goldsmiths College Fresher's Fair*

The CCG engaged with 300 students over the course of two days. Information of the consultation was made available with a brief explanation. The CCG attendance at the fair was

also to encourage new students to register with a local GP register and explaining to overseas students the points of access to Primary Care in Lewisham. There was also a helpful conversation with a member of staff who is a first aider for the College about the proposals.

#### *Lewisham Islamic Centre*

The CCG had previously engaged with the centre on the development of the GP Extended Access service. This session was mixed but predominantly men were in attendance. The three women in attendance abstained in voting activity. The CCG held a presentation and discussion session on the proposal. There was appreciation of why the changes were proposed, but with concerns about losing the walk-in element. The majority of people did not support the proposal. One person was very confident about being able to get an appointment and remainder were not so confident. There was concern about expressing confidence levels in a service they had not experienced – GP Extended Access.

#### *Lewisham Shopping Centre*

The CCG had brief conversations with 92 people. This is where there were the highest awareness levels of the GP Extended Access service to date with more people in favour of the proposal. There were some very positive comments from people who had used the GP Extended Access service, with regard to its usefulness for working people and its caring staff. People registered with GP practices in the Sydenham area advised that they had been offered the GP Extended Access service, those registered in the New Cross area reported that they had not.

#### (e) Elected Member of Parliament

Representatives of the CCG (Dr David Abraham, Urgent & Emergency Care Lead, and Diana Braithwaite, Director of Commissioning & Primary Care) met with Vicky Foxcroft MP. Our local MP expressed concerns about students and access to primary care services for the most vulnerable, particularly the homeless and those residing in the UK without legal status. The CCG committed to providing our MP with updates during the consultation.

#### (f) Local Ward Assemblies

##### *New Cross and Evelyn Ward Assemblies*

The New Cross Ward Assembly was not well attended by members of the public. However, the CCG engaged with and had conversations with 10 people and 6 completed surveys. The Evelyn Ward Assembly was attended by 40-50 people. The CCG had a stall providing information and proactively engaged with those attending. Although people understood the need to avoid duplication of services and the requirement to support all people in the borough, the majority were concerned about the impact on vulnerable people and that people would simply attend A&E.

##### *Telegraph Hill Ward Assembly*

The CCG were invited to attend the Telegraph Hill Ward Assembly and there were about 8 members of the public in attendance. Local residents posed a series of questions and were clear; as were the two ward councillors in attendance that they did not support the proposals.

#### (g) The GP practices located in the Waldron Centre

The CCG (with the assistance of the Lewisham Local Medical Committee), in its capacity as a level 3 delegated commissioner met with the Amersham Vale Training Practice, Clifton Rise Family Practice and Dr Batra – all located in the Waldron Heath Centre. The purpose of these meetings was to engage with these GP practices as providers (and not commissioners) of core primary care services in the area.

## **7. Financial Implications**

There are no financial implications for the council.

## **8. Legal implications**

There are no legal implications for the council.

## **9. Crime and disorder implications**

There are no crime and disorder implications.

## **10. Equalities implications**

The Equality Impact Assessment was completed and published and can be found at Appendix 3 (separate attachment). The document was reviewed by the CCG Equality & Diversity Group. The Assessment will be refreshed after review of the responses and submitted to the CCG Governing Body in November 2017.

## **11. Environmental implications**

Not applicable.

## **12. Background Documents**

*NHS GP Forward View*

The General Practice Forward View, published in April 2016, commits to an extra £2.4 billion a year to support general practice services by 2020/21. It will improve patient care and access, and invest in new ways of providing primary care.

Link: <https://www.england.nhs.uk/wp-content/uploads/2016/04/gpfv.pdf>

## **13. Contact/s**

Dr Marc Rowland, Chair, NHS Lewisham Clinical Commissioning Group  
Diana Braithwaite, Director of Commissioning & Primary Care, NHS Lewisham Clinical Commissioning Group

## **14. Appendices**

**Appendix 1: GP Practice Opening Hours**

**Appendix 2: Engagement Schedule**

**Appendix 3: Equality Impact Assessment (Separate attachment)**

## Appendix 1: Lewisham GP Surgeries Extended Hours

Core GP Surgery opening hours are 08:00am – 06:30pm

Practice	Extended Hours
Queens Road Partnership	Tue, Wed and Thur 6.30pm-7.15pm
Hurley at the Waldron	None
Amersham Vale Training Practice	Wed and Thur 6.30pm-8pm and Sat 9am-11am
Vesta Road Surgery	Wed 6.30pm-7.30pm and Sat 9am-12am
New Cross Health Centre	Tue 6.30pm-8pm
Mornington Surgery	Mon 6.30pm-7.45pm
Kingfisher Medical Centre	Mon 6.30pm-8pm
Grove Medical Centre	Tue and Wed 6.30pm-7.30pm
Deptford Surgery	Sat 8.45am-12.15am
Deptford Medical Centre	Tue 6.30pm-7.30pm
Clifton Rise Family Practice	Tue 6.30pm-8pm
Dr Batra's Practice	Tue and Wed 6.30pm-7.40pm
St John's Medical Centre	Tue 7am-8am, Wed 7.30am-8am, Thur 6.30pm-7.00pm, 1st Sat month 8am-11am
Brockley Road Surgery	Tue/Wed/Thur 6.30pm-8pm
Hilly Field Medical Centre	Mon-Fri 6.30pm-8pm
Honor Oak Group Practice	Mon-Fri 7am-8am
Burnt Ash Surgery	Mon-Wed 7am-8am, Fri 7.30am-8am
Lee Road Surgery	Tue and Thur 7am-8am
Lewisham Medical Centre	Wed 6.30pm-8pm and Sat 9am-12pm
Morden Hill Surgery	Mon 7am-8am and Wed 6.30pm-8.30pm
Belmont Hill Surgery	Wed 6.30pm-7.30pm, Thur and Fri 7am-8am
Triangle Group Practice	Tue 7am-8am and Wed 6.30pm-8pm
Woodlands Health Centre	Mon 6.30pm-9pm, Tue 7am-8am/6.30pm-8pm, Wed 6.30pm-9pm, sat 7am-10am
Nightingale Surgery	Fri 7am-8am
Rushey Green Group Practice	Mon 6.30pm-8pm, 6.30pm-8pm and Sat 9am-11am
Oakview Family Practice	None
Torrison Road Medical Practice	Tue to Thurs 6.30pm-8pm and Friday 6.30pm-7.30pm
Park View Surgery	Mon 6.30pm-7.30pm and Wed 6.30pm-7.45pm
Downham Family Medical Practice	Thur 6.30pm-8pm
ICO HG - Marvels Lane Surgery [branch]	None
Baring Road Medical Centre	Wed 6.30pm-8pm
South Lewisham Group Practice	Mon and Thur 6.30pm-8pm
Woolstone Medical Centre	Mon and Wed 6.30pm-8pm
Bellingham Green Surgery	Mon, Wed, Thurs, Fri 7.55am-8am. Tue 7.55am-8am and 6.30pm-8.30pm.
The Jenner Practice	Mon 7.30am-8am and 6.30pm-7pm, Tue 7.30am-8am and Thur 7.30am-8am.
Sydenham Green Group Practice	Fri 7am - 8am. Alternate Mon, Wed and Thurs from 6.30pm-8pm. Sat alternate weeks 8am-10.30am.
Sydenham Surgery	Mon 6.30pm-7.30pm
The Vale Medical Centre	Tue - Thur 6.30pm-7.30pm
Wells Park Practice	Mon 7am-8am and Tue 6.30pm-8pm, 2nd Sat of month 8.30am-Noon

## Appendix 2: CCG led Engagement to support the formal consultation on the future of the NHS Walk-in Centre and improving provision and access to primary care

DATE	EVENT TYPE	TARGET GROUP	LOCATION	OBJECTIVES	STATUS
8.8.17	Meeting with Healthwatch	Key stakeholder to reach communities	Catford	<ul style="list-style-type: none"> <li>Use update meeting to highlight the launch and ensure Healthwatch have materials to disseminate information about the consultation and encourage participation through their networks and at events.</li> </ul>	COMPLETED
30.8.17	Meeting	Homeless people and people who are rough sleeping (as per the Equality Impact Assessment), vulnerable, including people with substance abuse issues	Deptford Reach 34 Speedwell Street Deptford SE8 4AT	<ul style="list-style-type: none"> <li>To reach those identified in Equality Impact Assessment as potentially impacted by proposals.</li> <li>Providing people using a support service with opportunities to hear about our proposals and share their views.</li> </ul>	COMPLETED
1.9.17	Drop-in	People using the Walk-in Centre and other health services	Waldron Centre – Ground Floor meeting room and foyer area	<ul style="list-style-type: none"> <li>Providing people using Walk-in Centre and other services at the Waldron Centre with an opportunity to hear about the proposals ask questions and share their views.</li> </ul>	COMPLETED
5.9.17	Attendance at New Cross Local assembly meeting	Local Community and Councillors	Mulberry Centre , Amersham Vale New Cross SE14 6LE	<ul style="list-style-type: none"> <li>Providing people in North Lewisham with opportunities to hear about our proposals, ask questions and share their views.</li> </ul>	COMPLETED
6.9.17	Attendance at North Lewisham Community Development meeting	Range of voluntary, community and health organisations and members of the public	Lewington Centre, Eugenia Road, Silwood Estate, Deptford.	<ul style="list-style-type: none"> <li>Engaging key community organisations with extensive reach to disseminate information about the consultation and encourage participation through their networks and at events.</li> </ul>	COMPLETED
8.9.17	Drop-in	People using the facilities at Downham Health & Leisure Centre	Downham Health and Leisure Centre , Moorside Road during busy evening sessions	<ul style="list-style-type: none"> <li>Providing people in South Lewisham (including those living in areas of deprivation) with opportunities to hear about our proposals, ask questions and share their views.</li> </ul>	COMPLETED
9.9.17	Drop-in	People using the Walk-in Centre and other health services	Waldron Centre – Ground Floor meeting room and foyer area	<ul style="list-style-type: none"> <li>Providing people using Walk-in and other services at the Waldron Centre with an opportunity to hear about the proposals and ask questions and share their views.</li> </ul>	COMPLETED

12.9.17	Drop-in	People using the Walk-in Centre and other health services	Waldron Centre – Ground Floor meeting room and foyer area	<ul style="list-style-type: none"> <li>Providing people using Walk-in and other services at the Waldron Centre with an opportunity to hear about our proposals, ask questions and share their views</li> </ul>	COMPLETED
16.9.17	Health and Wellbeing event	People from across the borough attending a Health and Well Being event	Green Man Centre (Whitefoot Ward) Bromley Road SE6 2RP	<ul style="list-style-type: none"> <li>Providing people with an opportunity to hear about our proposals and ask questions and share their views.</li> </ul>	COMPLETED
18.9.17	Meeting	Homeless people and people who are rough sleeping (as per the Equality Impact Assessment)	999 Club Deptford Broadway SE8 4PA	<ul style="list-style-type: none"> <li>To reach those identified in EQI as potentially impacted by proposals</li> <li>Providing people using a support service with opportunities to hear about our proposals and share their views.</li> </ul>	COMPLETED
19.9.17	Drop-in	Parents with young children in highest area of deprivation in North Lewisham	Evelyn Parents forum – playgroup sessions 231 Grove Street, SE8 3PZ	<ul style="list-style-type: none"> <li>Providing people who may not be able to attend other sessions, due to childcare or transport, with opportunities to hear about our proposals and share their views.</li> </ul>	COMPLETED
19.9.17	Drop-in	Young people or Parents with children attending borough wide hub for children's health services	Kaleidoscope Children's Centre, Rushey Green SE6 4JD	<ul style="list-style-type: none"> <li>Providing people who may not be able to attend other sessions, due to childcare or transport, with opportunities to hear about our proposals and share their views.</li> </ul>	COMPLETED
20.9.17	Meeting	Lewisham CCG AGM	King's Church, Lee SE3 9DW	<ul style="list-style-type: none"> <li>Providing people with an opportunity to hear about our proposals and ask questions and share their views.</li> </ul>	COMPLETED
25.9.17	Drop-in	Students who may not be registered with a GP (as per Equality Impact Assessment)	Goldsmiths College Lewisham Way SE14 6NW	<ul style="list-style-type: none"> <li>Providing students in Freshers' week with information about the future of the Walk-in Centre, how to access primary care in Lewisham and the need to register.</li> </ul>	COMPLETED
25.9.17	Meeting	Patient Participation Group representatives	Lewisham Civic Centre	<ul style="list-style-type: none"> <li>Providing PPG representatives from the borough's 39 practices people with an opportunity to hear about our proposals and ask questions and share their views.</li> </ul>	COMPLETED
26.9.17	Drop-in	Providing students with about access to primary care and the need to register with a GP (as per the Equality Impact Assessment)	Goldsmiths College Lewisham Way SE14 6NW	<ul style="list-style-type: none"> <li>Providing students in Freshers' week with information about the future of the Walk-in Centre, how to access primary care in Lewisham and the need to register.</li> </ul>	COMPLETED
3.10.17	Attendance at	Local community and	2000 Community	<ul style="list-style-type: none"> <li>Providing people in North Lewisham with</li> </ul>	COMPLETED



	Evelyn Local assembly meeting	Councillors	Centre	opportunities to hear about our proposals ask questions and share their views with a (GP) Clinical Director and Deputy Director of Commissioning.	
4.10.17	Attendance at Get –On Lewisham borough wide digital event	People in Lewisham being supported to gain digital skills	Green Man Centre Bromley Road SE6 2RP	<ul style="list-style-type: none"> <li>Providing people from across the borough with an opportunity to hear about GP-ON Line (AT lead) and share our Consultation and share their views on-line (DM lead).</li> </ul>	NOT COMPLETE: <i>Event was scaled down by organisers. On-line consultation materials were previously circulated and organisers have been asked to re-circulate these to all Get- On groups in the borough.</i>
5.10.17	Drop-in	Young people or Parents with children attending borough wide hub for children's health services	Kaleidoscope Children's Centre Rushey Green SE6 4JD	<ul style="list-style-type: none"> <li>Providing people who may not be able to attend other sessions, due to childcare or transport, with opportunities to hear about our proposals and share their views.</li> </ul>	COMPLETED
5.10.17	Visits to BAME businesses	BAME communities – to encourage participation in the Consultation and share information	Catford & Bellingham	<ul style="list-style-type: none"> <li>Reaching communities who have low rates of participation in the consultation.</li> <li>Having conversations with individual businesses to support them to generate awareness with their customers and providing easily portable materials.</li> </ul>	COMPLETED
10.10.17	Consultation promotion	Working age Lewisham patients (Equality Impact Assessment – high users of Walk-in) At train stations and transport hubs	Catford Train station	<ul style="list-style-type: none"> <li>Providing information (postcards) about the consultation and GPEA to commuters travelling from Lewisham in the morning rush hour; to promote awareness of and participation in the consultation.</li> </ul>	COMPLETED
10.10.17	Drop –in	People with current or history of mental health issues using an advocacy service	Lee Community Centre Leegate SE12 8RG	<ul style="list-style-type: none"> <li>Providing people who have had may not be able to attend other sessions, due to childcare or transport, with opportunities to hear about our proposals and share their views.</li> </ul>	COMPLETED
11.10.17	Meeting	People from Lewisham who are Muslim (seldom heard group)	Lewisham Islamic Centre, Rushey Green SE13 6NZ	<ul style="list-style-type: none"> <li>Providing people with an opportunity to hear about our proposals and share their views.</li> </ul>	COMPLETED

12.10.17	Consultation promotion	Working age Lewisham patients (Equality Impact Assessment – high users of Walk-in) at transport hubs	Lewisham transport hub – train station (DLR and bus on 18.10.17)	<ul style="list-style-type: none"> <li>Providing information (postcards) about the consultation and GPEA to commuters travelling from or through the borough's major transport hub in the morning rush hour; to promote awareness of and participation in the consultation.</li> </ul>	COMPLETED
12.10.17	Drop-in	People of all ages and demographics using the borough's largest shopping centre	Lewisham Shopping Centre	<ul style="list-style-type: none"> <li>Providing people with an opportunity to hear about our proposals and share their views.</li> </ul>	COMPLETED
13.10.17	Consultation promotion	Working age Lewisham patients (Equality Impact Assessment) – high users of Walk-in) at transport hubs	Forest Hill Train station	<ul style="list-style-type: none"> <li>Providing information (postcards) about the consultation and GPEA to commuters travelling from or through the borough's major transport hub in the morning rush hour; to promote awareness of and participation in the consultation.</li> </ul>	COMPLETED
17.10.17	Consultation promotion	Working age Lewisham patients (Equality Impact Assessment – high users of Walk-in) at transport hubs	New Cross Gate – transport hub	<ul style="list-style-type: none"> <li>Providing information about the Consultation and GPEA to commuters travelling from or through the borough's major transport hub in the morning rush hour; to promote awareness of and participation in the consultation.</li> </ul>	COMPLETED
17.10.17	Visits to BAME businesses	BAME communities – to encourage participation in the Consultation and share information	Deptford / New Cross	<ul style="list-style-type: none"> <li>Reaching communities who have low rates of participation in Consultations.</li> <li>Having conversations with individual businesses to support them to generate awareness with their customers and providing easily portable materials.</li> </ul>	COMPLETED
17.10.17	Attendance at Local Assembly	Local Community and Councillors	Telegraph Hill Assembly Somerville Youth & Play Provision 260 Queen's Road SE14 5JN	<ul style="list-style-type: none"> <li>Providing people with an opportunity to hear about our proposals, ask questions and share their views.</li> </ul>	COMPLETED
18.10.17	Consultation promotion	Working age Lewisham patients (Equality Impact Assessment – high users of Walk-in) at transport hubs	Lewisham DLR and bus station	<ul style="list-style-type: none"> <li>Providing information about the Consultation and GPEA to commuters travelling from or through the borough's major transport hub in the morning rush hour; to promote awareness of and participation in the consultation</li> </ul>	COMPLETED
18.10.17	Meeting	Homeless multi-agency	NHS Lewisham CCG	<ul style="list-style-type: none"> <li>Providing key stakeholders (statutory and</li> </ul>	COMPLETED

		summit – in response to previous engagement and Equality Impact Assessment findings	Cantilever House SE12	voluntary organisations supporting homeless people) with an opportunity to share their views on additional needs/services.	
19.10.17	Consultation Promotion	Working age Lewisham patients (Equality Impact Assessment – high users of Walk-in) at transport hubs	Sydenham Station SE26 5EU	<ul style="list-style-type: none"> <li>Providing information about the consultation and GPEA to commuters in the morning rush hour; to promote awareness of and participation in the consultation.</li> </ul>	COMPLETED
19.10.17	Drop-in	Parents with young children	Abbotshall Healthy Living Centre, Catford SE6 1SQ	<ul style="list-style-type: none"> <li>Providing people with an opportunity to hear about our proposals, ask questions and share their views.</li> </ul>	COMPLETED
19.10.17	Drop-in	Walk-in Centre	Walk-in Centre	<ul style="list-style-type: none"> <li>Providing people with an opportunity to hear about our proposals, ask questions and share their views.</li> </ul>	COMPLETED
21.10.17	Meeting	Social housing tenants South Lewisham	Diversity Day – Phoenix Green man	<ul style="list-style-type: none"> <li>Providing people with an opportunity to hear about our proposals ask questions and share their views.</li> </ul>	COMPLETED
23.10.17	Drop-in	People at risk of social isolation	Lee Community Centre	<ul style="list-style-type: none"> <li>Providing people with an opportunity to hear about our proposals ask questions and share their views.</li> </ul>	COMPLETED
23.10.17	Meeting	Young people (14-23)	Lewisham Young Advisors	<ul style="list-style-type: none"> <li>Providing young people with an opportunity to hear about our proposals, ask questions and share their views.</li> </ul>	COMPLETED
24.10.17	Drop-in	Walk-in Centre users	Walk-in Centre	<ul style="list-style-type: none"> <li>Providing people with an opportunity to hear about our proposals, ask questions and share their views.</li> </ul>	COMPLETED
25.10.17	Drop-in	Walk-in Centre users	Walk-in Centre	<ul style="list-style-type: none"> <li>Providing people with an opportunity to hear about our proposals, ask questions and share their views.</li> </ul>	COMPLETED
26.10.17	Drop-in	Walk-in Centre users	Walk-in Centre	<ul style="list-style-type: none"> <li>Providing people with an opportunity to hear about our proposals, ask questions and share their views.</li> </ul>	COMPLETED