

Healthier Communities Select Committee			
Report:	Future of the NHS Walk-in Centre and improving provision and access to primary care		
Ward:	Evelyn, New Cross and Telegraph Hill	Item No.	N/A
From:	Dr Marc Rowland, Chair, Lewisham Clinical Commissioning Group		
Class:	N/A	Date:	7 th February 2018

1. Purpose

1.1 In line with the Lewisham Council Health and Social Care Scrutiny Protocol, the outcomes of the consultation and decision on the future of the NHS Walk-in Centre and improving provision and access to primary care; the Healthier Communities Select Committee is ask to note the following;

- (i) NHS Lewisham Clinical Commissioning Groups (CCG) review of the formal consultation responses and proposed alternative models;
- (ii) The CCG Governing Body's decision of 11th January 2018, the new services and plans for monitoring.

2. Formal Consultation

2.1 The law requires NHS bodies to engage with members of the public before making decisions on changes to health services. Currently, separate sections of the NHS Act apply to CCGs and to other organisations. CCGs are governed by section 14Z2 of the National Health Services Act 2006.

2.2 In summary, statutory requirements apply to any significant commissioning decision or reconfiguration. However, the statue does not insist on 'consultation', but seeks to make sure that service users are 'involved'. In practice, for any significant proposed change to services, some form of consultation exercise will be required to comply with this duty

2.3 The CCG undertook a comprehensive 12 week formal public and stakeholder consultation, which commenced on 8th August 2017 and concluded on 30th October 2017.

2.4 The consultation consisted of an online survey and a public and stakeholder engagement programme. The CCG conducted in excess of 40 face to face outreach activities with various groups and stakeholders as reported to the committee on 1st November 2017. This included drop-in sessions at the Waldron Health Centre and meetings with homeless charities, community development groups, community hubs, children's centres, parents' forums, patient participation groups, faith groups, local ward assemblies and students.

2.5 On 9th November 2017, the CCG Governing Body agreed the recommendation to defer its response to the feedback from the consultation and thereby a decision on the future of the NHS Walk-in Centre and improving provision and access to primary care until 11th January 2018. This additional time was requested in order for the CCG to appropriately conduct a review and evaluation of the consultation responses and all proposed alternatives.

2.6 A petition was presented on 9th November 2017 to the CCG Chair post the formal consultation closing date of 30th October 2017, containing 915 signatures; 246 of the people who signed the petition were from outside of London and 38 were from outside of the UK.

- 2.7 The CCG commissioned BMG Research Ltd to provide an independent review of the online survey results. The pertinent message as previously reported to the committee on 1st November 2017, is that there was clear opposition to the proposal to close the NHS Walk-in Centre; **82% of respondents being unsupportive and among the remainder, 11% of respondents supported the proposal and 7% answered didn't know.**
- 2.8 The CCG has reviewed the extensive list of 20 proposed alternative models (See Appendix 1) from the consultation. The review demonstrated that a number of the alternatives are either already in place, in development or are being addressed. The CCG has reviewed its preferred model and as a consequence adapted the proposal for a homeless service for rough sleepers in Deptford and New Cross.
- 2.9 The Walk-in Centre essentially serves residents in the north of the borough and non-residents from outside of Lewisham. In 2016/17 of the 29,528 appointments **only 61% of these were used by people resident (with a Lewisham postcode) in Lewisham** and 39% by people who live outside of the borough. For 2017/18 the trend continues with **only 59% of appointments used by Lewisham residents** and 41% by people who live outside of the borough.
- 2.10 Use of the service is likely to be more about convenience and this is reflected in the high usage by patients registered with one of the four practices located in the Waldron Health Centre. This is also supported by the review of the GP Extended Access Service where usage is lower amongst practices located in the Waldron Health Centre.
- 2.11 The CCG interviewed users of the Walk-in Centre and **82% 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.**
- 2.12 *Monitoring:* On-going review and monitoring of the Walk-in Centre closure will be led by the CCG Primary Care Commissioning Committee (a meeting held in public), which will commence on 20th February 2018.

3. Healthier Communities Select and Overview & Scrutiny Committees

- 3.1 Under section 7 of the Health & Social Care Act 2001, a duty was placed on local NHS organisations to consult overview and scrutiny committees on any proposal for a substantial development or variation in the provision of services.
- 3.2 In delivering against this duty, pre-consultation on the proposal and the plans for formal public and stakeholder consultation were reviewed by the Healthier Communities Select Committee on 20th July 2017.
- 3.3 The CCG provided an update on the consultation to both the Overview & Scrutiny and Healthier Communities Select Committees on 31st October 2017 and 1st November 2017 respectively.

4. CCG Governing Body Decision

- 4.1 On 11th January 2018, the CCG Governing Body agreed the recommendation to allow the contract for the NHS Walk-in Centre at New Cross to expire on 31st March 2018 and improve provision and access to urgent and non-urgent primary care services in Lewisham;
- (a) By continuing to increase use and capacity of the GP Extended Access Service;
 - (b) To commission an additional outreach and walk-in service for rough sleepers in Deptford and New Cross.
- 4.2 The CCG Governing Body was assured that the 'clinical' needs of patients currently attending the Walk-in Centre can be met by existing mainstream primary care and planned alternative services.

- 4.3 The recommendations were submitted to the CCG Governing Body as a supplementary agenda item on Tuesday 9th January 2018. The recommendations were also published on the CCG website the following day. Similarly, as with the CCG Governing Body meeting on 9th November 2017, links to the recommendations were shared with key stakeholders including local ward councillors.
- 4.4 A number of procedural concerns were raised by Cllr Joe Dromey who attended the CCG Governing Body on 11th January 2018 and a response (See Appendix 2) was provided by the CCG on 12th January 2018.

5. Impact on A&E Department/s

- 5.1 On 9th November 2017, Lewisham & Greenwich NHS Trust confirmed that the clinical review of the attendances to the Walk-in Centre undertaken by CCG clinicians provided the necessary assurance that; **the impact on the Trust if the Walk-in Centre were to close post-winter would be minimal.**
- 5.2 In applying the Pinchbeck¹ methodology to the Walk-in Centre activity for Lewisham only residents (61% of appointments in 2016/17), the estimated shift in activity to A&E Departments is between 5% and 10%. This would equate to an estimated **2 to 4 attendances per day to an A&E Department**, which could either be to the University Hospital Lewisham site or any other A&E Department located within reasonable and accessible proximity to the Waldron Health Centre – once the Walk-in Centre closes.
- 5.3 However, given the clinical review of the conditions for those attending the Walk-in Centre, this activity will not necessarily transfer to an A&E Department. This is because the majority of attendances to the Walk-in Centre are for minor illnesses such as colds, sore throats, limb pain and flu like symptoms and there are more appropriate and existing services available to meet these clinical needs.
- 5.4 *Monitoring: The CCG Governing Body decision was reported to the Bexley, Greenwich & Lewisham A&E Delivery Board on 22nd January 2018. The Board is currently led by an independent Chair. It represents commissioners, all acute and community providers including Lewisham & Greenwich Trust, the London Ambulance Service and representatives from all 3 local authorities. The Board will be responsible for the on-going monitoring of A&E activity, including the review of the mitigating services located in the Urgent Care Centre at the University Lewisham Hospital site.*

6. New services: Supporting vulnerable groups to access Primary Care

- 6.1 After identifying barriers of the GP Extended Access in its Equalities Impact Assessment that was undertaken as part of the review, the CCG set out its commitment to provide enhanced services for the homeless; specifically for those termed as rough sleepers/sofa surfers in Deptford and New Cross. Post the joint CCG and Lewisham Council Homeless Summit on 18th October 2017 and continuing to engage with the local community, the CCG organised a second workshop on the 6th December 2017.
- 6.2 The workshop was attended by representatives from the three local homeless charities; Deptford Reach, Bench Outreach, the 999 Club, the Salvation Army, GPs from the Amersham Vale Training Practice and a representative from the Hurley Group.
- 6.3 The purpose of the workshop was to develop an agreed pilot service model, which would provide improved clinical outcomes for the homeless in Deptford and New Cross, ease of access, better integration with other services and support registration. The proposed model will provide walk-in access for this group of patients at the Waldron Health Centre in addition to outreach services by GPs located within the local homeless charities.

1

http://eprints.lse.ac.uk/64503/1/_lse.ac.uk_storage_LIBRARY_Secondary_libfile_shared_repository_Content_SERC%20discussion%20papers_2014_sercdp0167.pdf

- 6.4 The proposed model will be tested with users at the local charities and commissioned from an alliance/partnership of Waldron Health Centre GPs Practices from March/April 2018. This will be a pilot service for a period of 18 months.
- 6.5 There is currently no data available on the number of homeless people who currently use the Walk-in Centre. A key performance indicator of this pilot will be to provide activity data to support assessment and evaluate the demand for the service.
- 6.6 *Monitoring and evaluation: This service will be reviewed and a formal evaluation will be completed after 12 months and will be reported to the CCG Primary Care Commissioning Committee.*

7. Unmet need: Undocumented Migrants

- 7.1 Our Equalities Impact Assessment identified a potential impact for those who were using the Walk-in Centre as their default access to primary care, which included undocumented migrants.

7.2 There is no regulatory requirement to prove identity, address, immigration status or an NHS number in order to register as a patient and no contractual requirement for GPs to request this. All asylum seekers and refugees and those who are homeless, overseas visitors, whether lawfully in the UK or not, are eligible to register with a GP practice even if they are not eligible for secondary care (hospital care) services.

- 7.3 The CCG has continued to engage with local organisations to increase understanding of the numbers of people who may be facing barriers to access to primary care in Lewisham. The CCG met with the Lewisham Migrant & Refugee Network (LMRN) in November 2017. LMRN advised that people attending their groups were registered with a GP. If people were not registered they would refer them to the charity Doctors of the World, which provides a number of outreach clinics for unregistered patients and advocacy to support people to register.
- 7.4 LMRN were aware of existing resources to support people to register, such as the NHS England leaflet, 'Asylum seekers and Refugees How to Register with a GP' and the Healthy London Partnership 'My right to access healthcare' cards. The CCG has provided cards and leaflets to LMRN for their drop in sessions in Deptford.
- 7.5 The CCG attended an engagement session with a LMRN Women's Group on 12th December 2017. The session was attended by 12 people; 7 were Southwark residents and 5 were Lewisham. All were registered with GP practices in their respective boroughs. 5 people had previously used the Walk-in Centre, of whom 3 had used it in the last twelve months. Those who had used it in the preceding 12 months were resident in Southwark and had done so because their GPs had directed them there when they were unable to get an appointment at their own practice or they had gone directly to the Walk-in Centre. LMRN has requested that the CCG deliver another session in and include speakers on preventative and health screening services linked to women's health.
- 7.6 The CCG met with Doctors of the World. The charities data indicates that they supported 40 people with a Lewisham postcode to register with a GP. However, 15 people were not successful at the first attempt due to a number of ID related issues or an immigration status query.
- 7.7 *Monitoring: Learning from our continuing engagement with local groups supporting undocumented migrants will be incorporated into support and training for GP practices in Lewisham on registering patients.*

8. Unmet need: Unregistered patients

- 8.1 The CCG committed to providing Patient Advice and Liaison Support (PALS) to increase GP registration recognising that there might be a potential level of unregistered users of

the Walk-in Centre and the barriers posed by the GP Extended Access Service. From the 30th October 2017 the CCG commissioned PALS support located at the NHS Walk-in Centre, New Cross and 19 sessions have been provided during peak times. This has included weekends and support over the festive period.

- 8.2 Support and advice has been provided to more than 100 people. However, the numbers of unregistered patients presenting has been very low and of those, the majority were from residents in neighbouring Southwark, followed by Tower Hamlets, Greenwich and Bexley boroughs.
- 8.3 The emerging key themes are; (i) patients being turned away due to a lack of ID; and (ii) a lack of awareness of GP Extended Access Services in neighbouring boroughs. The CCG will be providing support and training to local GP practices on 7th February 2018 and learning from the PALS sessions will be incorporated.
- 8.4 The CCG has committed to provide this support until the end of March 2018; however a full evaluation will be submitted to the Primary Care Commissioning Committee on 20th February 2018, which will determine whether the support should be extended beyond the 31st March 2018.
- 8.5 *Monitoring: A decision will be taken on 20th February 2018 by the CCG Primary Care Commissioning Committee on whether to extend the PALS support beyond the committed date of 31st March 2018.*

9. Alternative services: GP Extended Access Service

- 9.1 The GP Extended Access Service (GPEA) commenced in April 2017 to increase access to core general practice as a part of the GP Forward View (GPFV). The service is delivered by One Health Lewisham Ltd a federation of local GP practices in Lewisham. The service provides bookable appointments, 7 days per week, 8-8pm, 365 days per year and has access to patients full medical records. The service provides face to face access to GPs and Nurses and video consultations. In 2017 the CCG commissioned **25,426** bookable appointments, which increases this year to **29,914**.
- 9.2 The consultation demonstrated that not only was there a lack of awareness of the new service, but that patients were not routinely offered this choice on contacting their local practice. The service remains underutilised for both GP and nurse appointments – on average 67% of the commissioned appointments are used.
- 9.3 Throughout the consultation there were a number of key concerns with the service; (i) the ability of the service to see children; and (ii) providing care for wound dressings. The service commenced providing appointments for children when it relocated in November 2017 to the purpose built suite at the University Hospital Lewisham.
- 9.4 The service provides access and care for wound dressings and our clinical audit demonstrated that 66% of the nurse appointments were used for wound dressings.
- 9.5 Since the relocation the CCG has embarked on an extensive campaign to raise awareness and increase utilisation of the service. This has included articles in the Lewisham Life (winter issue) and regular e-bulletins to their subscribers in November 2017. The CCG printed 73,320 redesigned leaflets, which were distributed to all Lewisham GP practices, pharmacies, dentists, community spaces and leisure centres. Healthwatch have also included articles about the service in regular e-newsletters throughout November 2017. There has been promotion through social media and on the NHS Lewisham & Greenwich Trust sites.
- 9.6 In addition, every primary school child in Lewisham received a copy of the leaflet in their school bag to take home, in November 2017. A bespoke video promoting the service was launched on 9th January 2018 via social media.

9.7 There has also been a pan-London campaign to raise awareness of the GP Extended Access Services in London, which was launched on 20th November 2017. The campaign consisted of both internal and external digital approaches (online and radio), working with GP practices, local NHS Trusts and staff.

9.8 In summary, there is recognition that where the local registered GP population increases the CCG will need to review the capacity of the GP Extended Access Service to meet the clinical needs of our local population. However, the initial priority for the CCG will be to increase utilisation of current commissioned capacity.

9.9 As part of the on-going engagement with local stakeholders the CCG met with Goldsmiths College on 28th November 2017. It is recognised in the Equalities Impact Assessment that a rolling communications programme to support registration for students is necessary – this would be in addition to the commercial service commissioned by the college from the Amersham Vale Training Practice. The CCG has committed to working with Goldsmiths College and a second meeting with the college is scheduled to take place on 30th January 2018.

9.10 *Monitoring: The GP Extended Access Service is a nationally mandated requirement and therefore reporting on this service is directly to NHS England – in addition to local contract management and utilisation rates will be shared with all 4 neighbourhoods.*

10. Alternative services: North Lewisham

10.1 The CCG has developed and invested in a bespoke *Communication & Engagement Campaign* for the north of borough; Brockley, Evelyn, New Cross and Telegraph Hill Wards. This is in recognition that the majority of attendances for the Walk-in Centre for those registered with GP practices in the north of the borough – were for conditions that did not necessarily require either a GP or a Nurse appointment.

10.2 The campaign focuses on the clinical needs of the community living in the north by publicising and promoting appropriate and alternative services to encourage residents to use the correct service.

10.3 Launched on 18th December 2017 the bespoke *'Use the Right Service'*, campaign, encourages patients to use the best service for them in Lewisham. Whether it is either self-care, the Pharmacy First Service, their own GP, Integrated Urgent Care (formerly NHS 111) or A&E. The campaign includes printed materials, social media, web presence, engagement and events.

10.4 The key messages were jointly developed with Lewisham Health & Care Partners; Lewisham & Greenwich NHS Trust, South London & the Maudsley NHS Trust, Lewisham Council, One Health Lewisham Ltd and the CCG.

10.5 30,000 leaflets and posters have been distributed to schools, GP practices, libraries, leisure centres, community groups and transport hubs.

10.6 Work is underway to further publicise the CCG commissioned Pharmacy First Service and a short film is being developed with Lewisham & Greenwich NHS Trust.

10.7 *Monitoring: The campaign is on-going and will continue to monitor, evaluate and record the impact, which will be submitted to the CCG Primary Care Commissioning Committee.*

11. Supporting local GP practices at the Waldron Health Centre

11.1 The CCG commissioned the Primary Care Foundation to work with the four GP practices located in the Waldron Health Centre (Amersham Vale Training Practice, Clifton Rise Family Practice, Dr Batra and the New Cross Health Centre) to understand capacity and capability and how practices could improve access.

- 11.2 This work is about to conclude and practices have been provided with an action plan and the CCG has committed to working with practices through the national General Practice Resilience Programme.
- 11.3 However, there is recognition from the initial findings that there are a number of interventions that all practices can implement to improve access.
- 11.4 The review also demonstrated that a significant proportion of patients using the Walk-in Centre who are registered with the four practices are redirected back to their own practices. Therefore, activity shifts as a result of the closure may be less significant than concerns originally suggested during the consultation.
- 11.5 *Monitoring: The CCG is committed to supporting local GP practices and registered lists for the 4 Waldron Health Centre GP practices will be monitored and reported to the CCG Primary Care Commissioning Committee.*

12. Equalities Implications

The CCG conducted an Equalities Impact Assessment, which was published on 10th October 2017 and submitted to the committee on 1st November 2017. The refreshed Equalities Impact Assessment was submitted to the CCG Governing Body on 12th January 2018.

13. References

NHS Lewisham CCG Governing Body recommendations of 11th January 2018:
<http://www.lewishamccg.nhs.uk/about-us/Who-we-are/Governing%20Body%20papers/Supplementary%20Agenda%20paper%20improving%20primary%20care%20in%20Lewisham.pdf>

NHS Lewisham Governing Body recommendations of 9th November 2017 on the deferment of the decision: <http://www.lewishamccg.nhs.uk/about-us/Who-we-are/Governing%20Body%20papers/LCCG%20Governing%20Body%20papers%20WiC%20recommendations%206112017.pdf>

Healthier Communities Select Committee update on the consultation – 1st November 2017: <http://councilmeetings.lewisham.gov.uk/documents/s53211/07%20NHS%20Walk-in%20Centre%20-%20public%20consultation%20update%20-%2001117.pdf>

Overview & Scrutiny Committee update on local NHS GP services – 31st October 2017: http://councilmeetings.lewisham.gov.uk/documents/s53202/Item3A_NHSLocalGPService%20s311017.pdf

Healthier Communities Select Committee pre-consultation – 20th July 2017: <http://councilmeetings.lewisham.gov.uk/documents/s51424/06%20Urgent%20Care%20Review%20New%20Cross%20Walk-in%20Centre%20-%200717.pdf>

14. Further information

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Appendix 1: Proposed Alternative Models from the Consultation

The CCG has reviewed each of the alternative models proposed as a part of the suggestions to the online survey and provided responses.

<p>1. Providing a satellite GP Extended Access service in the Waldron Health Centre;</p>	<ul style="list-style-type: none"> • The CCG will be reviewing the capacity of GP Extended Access Service in partnership with the provider of the service One Health Lewisham Ltd to support delivery of the national specification on appointment provision, type and length based on the GP registered population. • Providing a specific GP Extended Service for the north of borough at scale would not be equitable for patients registered with practices in the south of the borough as use of the Walk-in Centre (predominantly used by GP practices in the north) has demonstrated. • A centralised GP Extended Access Service at the University of Hospital Lewisham provides a more equitable co-located solution with the Urgent Care Centre for the entire borough and value for money underpinned by a single infrastructure.
<p>2. A walk-in service for the homeless;</p>	<ul style="list-style-type: none"> • The CCG currently 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. On completing the Equalities Impact Assessment and the joint Homeless Summit with Lewisham Council; the CCG has committed to commissioning a pilot homeless service for rough sleepers for Deptford and New Cross located at the Waldron Health Centre. The intention is for the pilot for provide both walk-in and outreach GP services.
<p>3. Getting GP practices to extend their hours;</p>	<ul style="list-style-type: none"> • The majority of Lewisham practices are already extending their opening hours to provide appointments at times outside of their core contracted hours. This is funded through the <i>national</i> 'Extended Hours Direct Enhanced Service'. Your local practice will publish their current extended hours on their website or at the surgery. • Lewisham has also commissioned the GP Extended Access Service, which provided 25,424 GP and Nurse appointments in 2017 and will increase to 29,914 appointments this year – providing coverage 7 days a week, 8am-8pm and 365 days per year.
<p>4. Re-introducing same day appointments at the GP practices;</p>	<ul style="list-style-type: none"> • The local qualification for Personal Medical Services (PMS) contract, which was implemented on 1st January 2018 stipulates the following for GP practices in Lewisham; <i>'If clinically urgent, a patient is able to book an appointment on the same day' and 'Where it has been deemed that the patient has a clinical need to be seen on the same day, they will be able to do so. Consultations could be face-to-face or on the phone (or video phone) or at the locally commissioned Extended Access service, but will be provided by a GP or an appropriately skilled appropriately skilled health professional, as appropriate.'</i>
<p>5. Same day triaging at GP practices;</p>	<ul style="list-style-type: none"> • Same day triage is currently carried out at many GP practices across Lewisham and the CCG will be working towards this being available at all practices to implement the local qualification outlined in response 4.

	<ul style="list-style-type: none"> This will apply for both children and adults. If it is not urgent then the person may be given a routine appointment or advice on how to self-care a condition such as a cold or hay fever or signposted to the nearest pharmacy for over-the counter medicines.
6. Charge patients £20 for a same day GP appointment;	<ul style="list-style-type: none"> There are no plans either locally or nationally to charge NHS patients for a same day GP appointment.
7. Providing walk-in appointments at GP practices; 8. Clearer appointment systems;	<ul style="list-style-type: none"> Some GP practices in Lewisham provide walk-in appointments. Your local practice will publish details of the appointments on their website or at the surgery. Each year NHS Lewisham Clinical Commissioning Group invests an 'additional premium payment' of £3.2m to GP practices providing core services to patients. As a part of the local PMS Premium GP practices (effective from 1st January 2018) are required to undertake a self-assessment of their current access arrangements/approaches and to develop an action plan to address any areas of challenge. Areas of focus to be included as part of the self-assessment and action plan are: <ul style="list-style-type: none"> <input type="checkbox"/> Use of Online services <input type="checkbox"/> Patient information on Practice website and NHS Choices <input type="checkbox"/> Use of telephone triage <input type="checkbox"/> Sign posting to alternative services <input type="checkbox"/> Receptionist training <input type="checkbox"/> Appointment mix <input type="checkbox"/> Review of Extended Hours Enhanced Service provision <input type="checkbox"/> Engagement with practice Patient Participation Groups to discuss challenges and potential solutions <input type="checkbox"/> Review referrals to the GP Extended Access Service
9. Increase the use Clinical Pharmacist or Nurse Practitioners;	<ul style="list-style-type: none"> There are already a number of Clinical Pharmacists and Nurse Practitioners working with practices in Lewisham. Lewisham has also been successful in securing national GP Forward View funding to support Clinical Pharmacists working in practices.
10. Provide STD test at GP practices;	<ul style="list-style-type: none"> Sexual health services are commissioned by Lewisham Council and full details of the local services are available at https://www.lewisham.gov.uk/my services/socialcare/health/sexual-health/Pages/default.aspx Online requests for Chlamydia Home Testing Kits for patients aged between 16-24 years old can be made at https://www.checkyourself.org.uk/
11. Fast track service for the elderly and children;	<ul style="list-style-type: none"> Most GP practices in Lewisham will prioritise children and the elderly. See response 4.
12. Register student as part of enrolling;	<ul style="list-style-type: none"> The CCG has committed to working Goldsmiths College on a rolling communications programme to support students to register with locally with a GP.
13. Provide a named GP for	<ul style="list-style-type: none"> From 31st March 2016 the national GP contract required all patients (including children) to have a 'named accountable GP'.

each patient;	<ul style="list-style-type: none"> The contract requires the 'named accountable GP' to take responsibility for the co-ordination of all appropriate services required under the contract and ensure they are delivered to each of their patients where required (based on the clinical judgement of the named accountable GP).
14. Provide online booking;	<ul style="list-style-type: none"> All Lewisham practices offer patients the ability to book appointments online, to request repeat prescriptions and to view their own medical record. These online services' are free and everyone who is registered with a GP practice can access the services. In 2016/17, Lewisham CCG ran a successful campaign to encourage more people to sign up for the patient online services. As a result of the campaign, in Lewisham has the highest percentage of practices in London with more than 20% of patients registered to use online services.
15. Provide a diagnostic centre at the Waldron (e.g. ultrasound and x-ray);	<ul style="list-style-type: none"> There has been no evidence as part of the consultation and a review of the presenting conditions, which are for minor ailments that diagnostic services such as ultrasound and x-ray are required.
16. Develop more alternative care;	<ul style="list-style-type: none"> The CCG is currently supporting alternatives to traditional GP access including the CCG commissioned Pharmacy First scheme which provides advice, treatment and medicines for common ailments from your local pharmacy. The CCG will be launching its self-care programme in January 2018, which provides advice and support for residents; http://www.lewishamccg.nhs.uk/your-health/Pages/Selfcare.aspx We are also working with local partners to support patients with more socially related problems through the preventative social prescribing project, Community Connections (delivered by Age UK Lewisham and Southwark in partnership with a number of voluntary sector organisations in Lewisham) and Safe and Independent Living (SAIL) programmes.
17. Expand SELDOC;	<ul style="list-style-type: none"> South East London Doctors Co-operative (SELDOC) is the GP out of hours provider for Lambeth, Southwark and Lewisham. SELDOC are also the current providers of the Primary Care Assessment Service Pilot based at the Urgent Care Centre, University Hospital Lewisham, which seeing and treating patients with urgent primary care needs.
18. Offer wellness and preventative groups;	<ul style="list-style-type: none"> Lewisham CCG is currently supporting patients to better self-care and self-manage through programmes such as LEEP (Lung Exercise and Education Programme) for COPD patients and DAFNE (Dose Adjustment for Normal Eating Programme) and DESMOND (Diabetes Education for Self-Management for On-going and Newly Diagnosed) for diabetic patients. We are also implementing preventative programmes such as the Diabetes prevention programme for those at risk of developing diabetes. Since April 2017, over 300 Lewisham patients have been referred to the programme.
19. Turn the	<ul style="list-style-type: none"> Lewisham CCG is supporting practices to consider working more

<p>Waldron Health Centre into one good GP facility;</p>	<p>collaboratively to provide resilience and sustainability and in 2017/18 have provided direct funding to GP practices.</p> <ul style="list-style-type: none"> • The Pilot Homeless Service for Rough Sleepers in Deptford and New Cross will be commissioned from an alliance/partnership of GP practices located in the Waldron Health Centre. • We are also reviewing with local health and care partners all services located at the Waldron Health Centre with the aim of: <ul style="list-style-type: none"> <input type="checkbox"/> ensuring that the optimum mix of services is provided <input type="checkbox"/> maximising utilisation of the estate <input type="checkbox"/> supporting the integration of services
<p>20. Develop video or Skype consultations;</p>	<ul style="list-style-type: none"> • Lewisham has successfully secured funding to pilot video consultations and also online 'symptom checker' technology at GP practices from the national GP Forward View. 'Symptom checkers' allow patients to enter queries and symptoms online and for this to be transmitted securely to their registered GP practice, as well as signposting patients to information and/or alternative services as appropriate based on the information provided. • We are also currently piloting the use of video consultations in Lewisham as part of the GP Extended Access Service.

Appendix 2: 4.4 CCG Response to procedural concerns raised by Cllr Joe Dromey, New Cross Ward



By email to:

Cllr Joe Dromey
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12th January 2018

Dear Joe,

Re: Governing Body meeting – 11th January 2018

Thank you for coming to our Governing Body meeting on Thursday. We committed to responding to you on a number of procedural issues that you raised in the public session preceding the meeting, specifically the notification timeframe for Governing Body meetings, the late circulation of meeting papers, and the process to review decisions.

The way that we conduct the business of the CCG and of Governing Body meetings is set out in our Constitution that is published on our website. This states that there will be a minimum of one month's notice given for all Governing Body meetings. We have complied with this requirement for the January meeting as the date was advertised on our website and was included in the agenda of the previous meeting in November (also published on our website). We have acknowledged that the January date was inadvertently removed just for the period 4th to 9th January which arose when an update was made to add new dates for later in 2018. Governing Body meeting dates are also advertised in print and on-line in the Lewisham New Shopper a week prior to the meeting, as was the case in January. Our chair has been in contact with your office since the November meeting, as you both agreed to meet. Unfortunately we have not received a response. Specifically in respect of the consultation on the future of the walk-in centre, the cover sheet for the report to the November meeting, that you also attended, stated that:

1.1 The Governing Body is recommended to defer its response to the feedback from the consultation and thereby a decision on the future of the NHS Walk-in Centre and improving provision and access to primary care until 11th January 2018.

We also published a news item about the consultation on our website after the November meeting that included the January date. Therefore, all in all there has been a wide notification of the meeting date.

Chair: Dr Marc Rowland

Chief Officer: Martin Wilkinson

Appendix 2: Continued – 4.4 CCG Response to procedural concerns raised by Cllr Joe Dromey, New Cross Ward



The CCG Constitution also sets out that the required practice for circulating Governing Body meeting papers is seven days before the meeting with provision for later distribution at the chair's discretion. Whilst we acknowledge that the papers on the walk-in centre were circulated late, the CCG Chair agreed that it was necessary in order to ensure that the report contained all of the necessary information and analysis to allow the Governing Body to make a fully informed decision.

Finally, you asked about the process to review the decision on the walk-in centre. As I explained at the Governing Body meeting, there is no further CCG process to review the decision. We will be attending the next meeting of the Healthier Communities Select Committee to update them on the outcomes of the consultation and on our plans for provision of primary care.

I hope that this addresses your queries and that the other questions you raised were covered at the meeting itself.

We welcome your attendance at our Governing Body meetings and look forward to working with you in the future to help to bring about health and care improvements for the Lewisham population.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Martin Wilkinson'.

Martin Wilkinson
Chief Officer

Chair: Dr Marc Rowland

Chief Officer: Martin Wilkinson