

NHS
*East Lancashire
Clinical Commissioning Group*

in:fusion

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1 Executive Summary

- A comprehensive **12 week consultation** was undertaken between April and July 2016 on a proposed new model of Primary Care in East Lancashire
- **Over 2,000 responses** were received during the consultation via a mix of online, paper and interactive podium surveys
- The **biggest response came from Hyndburn residents**, with comments suggesting this relates to the impact the proposed model might have on the Accrington Health Access Centre
- There is strong agreement with all principles underpinning the proposed model, particularly around providing GP services which are **local** and providing **consistent information**
- **Seven in ten people agree with the proposed introduction of Health Hubs** as an alternative to the current Health Access Centre arrangement in Accrington
- People in Burnley and Rossendale were most likely to agree with the introduction of Health Hubs, whilst the **highest level of disagreement was from Hyndburn residents**
- **Nearly three in four people agree with the overall model** of Primary Care proposed, again Hyndburn residents were less likely to agree than people from other parts of East Lancashire
- Comments made suggest **a mixed view** of the proposed model:
 - *Positives* – better access for all across the area and for people who work, best summed up by one comment: “closer services, easier access, happier patients”
 - *Negatives* – concerns about the impact of closing the Health Access Centre at Accrington Victoria Hospital and the availability of appointments
- Other comments queried **how the model would be funded** in the current climate, some feel there **needs to be more information** on what it really means (who, what, where, when) and that **consideration of access is really important**, specifically public transport and parking

2 Background and Methodology

2.1 Background

NHS East Lancashire Clinical Commissioning Group (CCG) is run by local GPs and is responsible for commissioning planned hospital care, rehabilitative care, urgent and emergency care, most community health services, and mental health and learning disability services in the area.

After developing a new proposed model for Primary Care in East Lancashire, the CCG wished to consult widely with residents, service users and stakeholders to understand what people think about the model and what impact it would have if introduced.

After initial feedback from patients, the vision for the model is same day access 8am to 8pm, 7 days a week to a GP wherever someone lives in East Lancashire. The CCG wanted to hear what people think of this.

2.2 Methodology

A comprehensive 12 week public consultation was undertaken between April and July 2016, delivered in partnership between NHS East Lancashire CCG and Infusion, a not-for-profit public sector research service.

People were able to have their say through the following methods:

- An online survey available for anyone to complete
- Paper copies in every GP surgery in East Lancashire, as well as available on request
- Interactive podium devices located in a number of surgeries across the area

The consultation was widely promoted, including:

- Proactive engagement sessions in GP surgeries across the area with NHS and Infusion staff helping local people to complete the consultation survey
- Various posters at all GP surgeries
- A range of social media updates and press releases about the consultation
- Citizens' Panel members in Burnley, Pendle, Ribble Valley and Rossendale were sent an email inviting them to take part in the consultation

2,129 responses were received in total, comprising of 1,979 completed online and paper surveys, as well as 150 responses via the interactive podiums. The main body of this report

is based on the responses to the online and paper surveys, with the feedback from the podiums included as an appendix.

Analysis within this report will refer to 'base' totals which is the total number of responses to each question, as not all respondents will answer every question. Percentages quoted herein are based on the total number of responses to each individual question and are rounded to the nearest percent; therefore any questions not totalling 100% will be due to rounding.

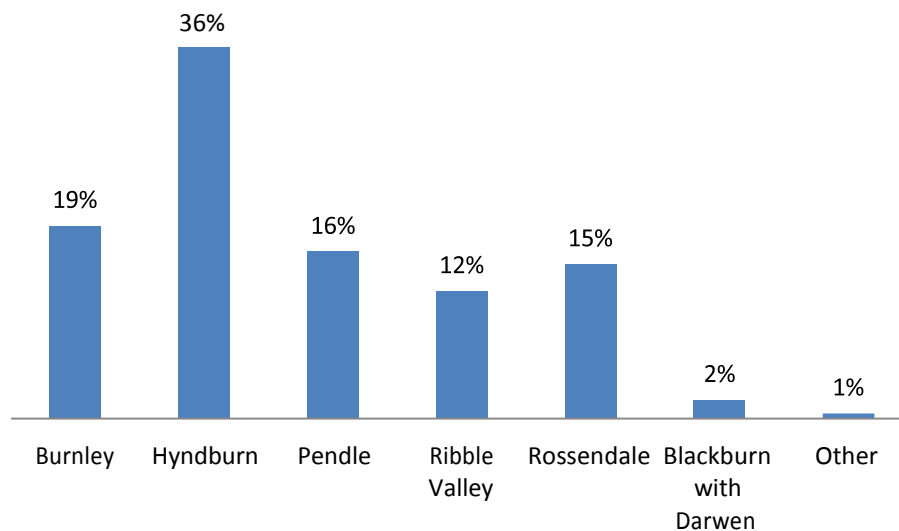
2.3 Who responded

Of the 1,896 respondents who provided their postcode, more than a third of people are from the Hyndburn district, equating to 678 responses.

Nearly one in five responses were from residents of Burnley, closely followed by Pendle, Rossendale and Ribble Valley.

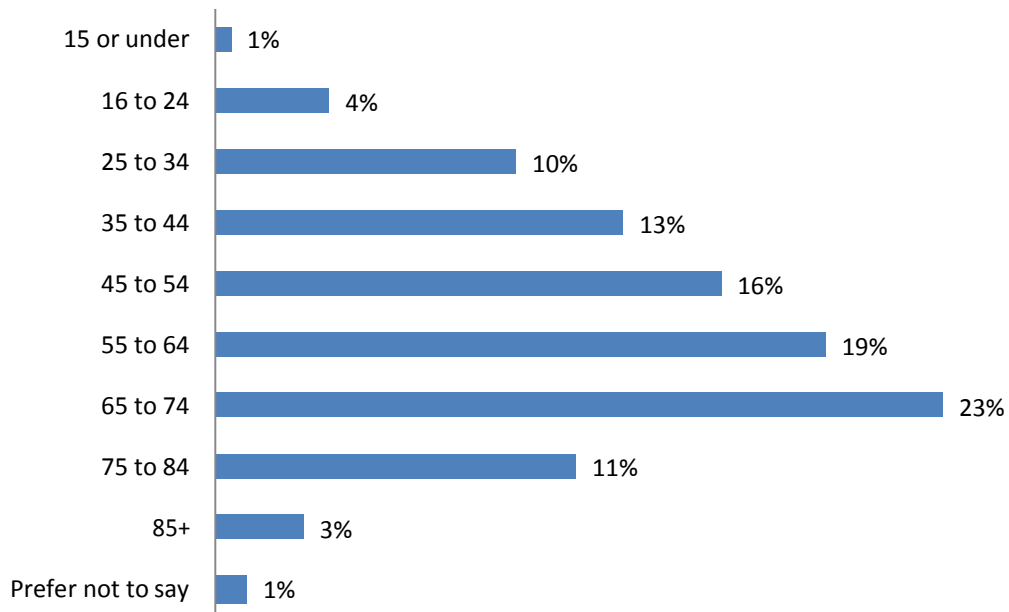
A small number of responses were received from residents of Blackburn with Darwen (2%) and other postcodes from areas outside of East Lancashire.

Figure 2.1: What is your home postcode? (base – 1,896)



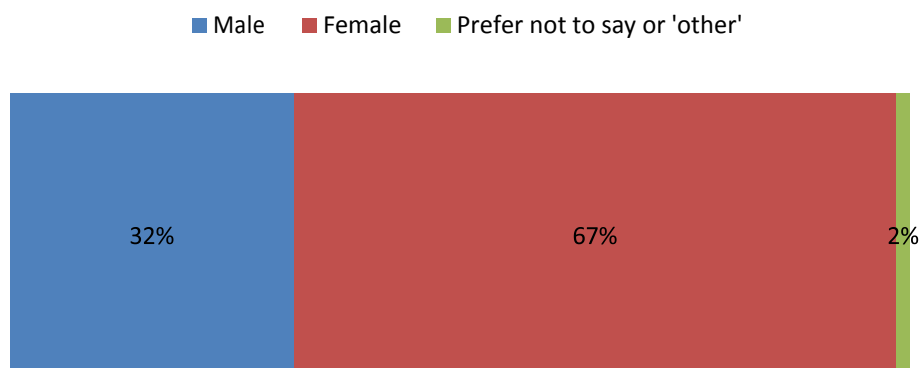
A mix of age groups responded to the consultation, with the most common agegroup responding was 65 to 74 year olds (23%) and 55 to 64 year olds(19%).

Figure 2.2: Which of the following age categories do you belong to? (base – 1,927)



Two thirds of respondents to the consultation were female, overrepresented compared to Census populations.

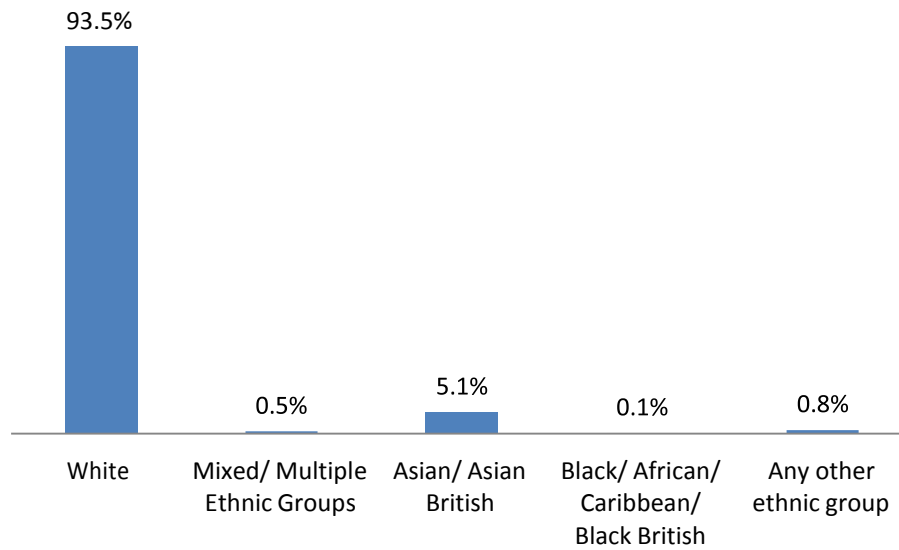
Figure 2.3: How do you describe your gender? (base – 1,928)



The survey asked if people’s gender was the same as they were assigned at birth. 97% indicated ‘yes’, 0.6% indicated ‘no’ and 2% preferred not to say. 93% of respondents indicated that they are heterosexual, 1.5% are gay/ lesbian/ bisexual. 0.6% indicated ‘other’ and 5% preferred not to say.

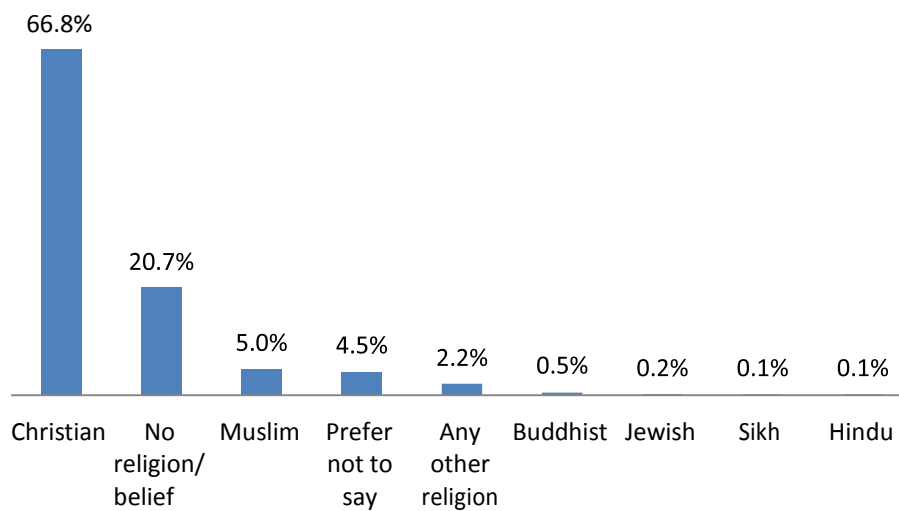
The majority of respondents to the consultation are of White ethnicity. 5% are Asian or Asian British (11% amongst Pendle respondents) and around 1.4% are of another ethnicity.

Figure 2.4: What is your ethnic group? (base – 1,896)



Two thirds of respondents indicated that they are of Christian belief, with one in five having no religious belief. 5% of people who completed the survey are Muslim.

Figure 2.5: What is your religion? (base – 1,915)



3 Main Findings

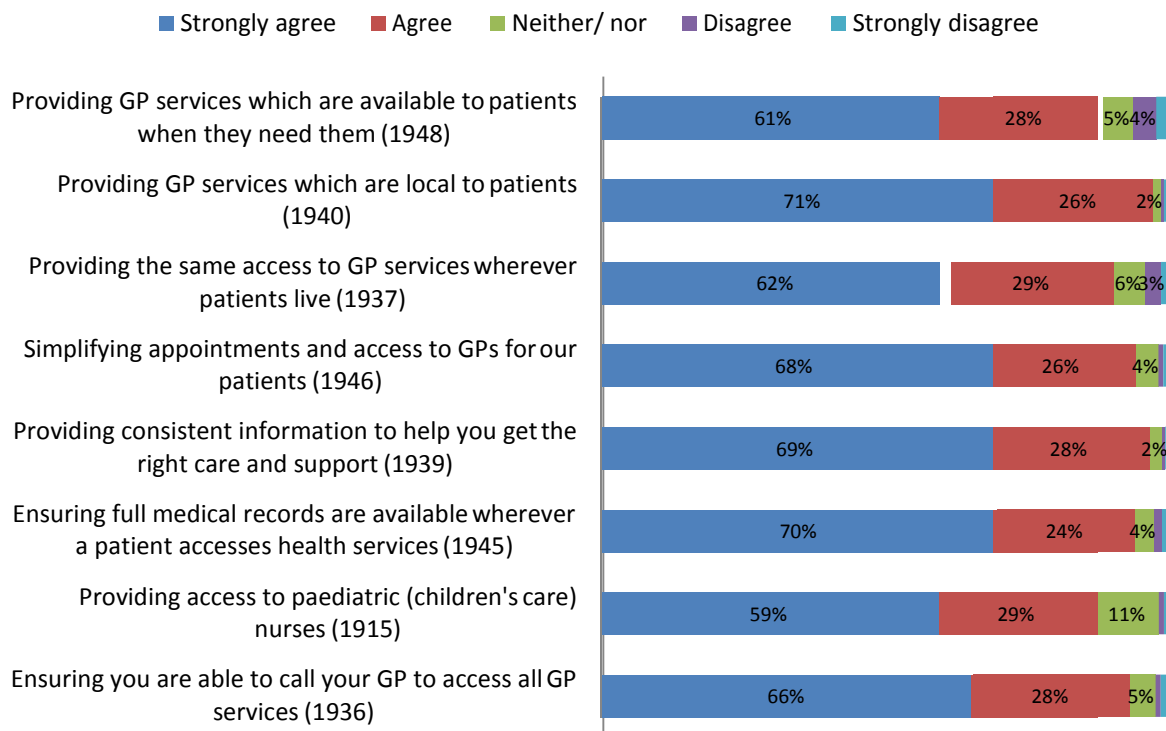
3.1 Primary Care Principles

A range of principles, developed with patients, informed the CCG’s proposed Primary Care model. The consultation asked people whether they agreed or disagreed with the various principles.

Agreement is high for all principles, in particular ‘providing GP services which are local to patients’ and ‘providing consistent information to help you get the right care and support’ (97% strongly agree or agree with both).

The lowest level agreement is for ‘providing access to paediatric nurses’, with 11% of people neither agreeing nor disagreeing with this principle and 1.6% disagreeing or strongly disagreeing. When analysed by the age of respondents, older residents are more likely to be neutral whilst the level of agreement (strongly agree or agree) rises to 92% amongst 25 to 44 year olds.

Figure 3.1: To what extent do you agree or disagree with the following principles for Primary Care in East Lancashire? (base totals in brackets)



3.2 Introducing Health Hubs

The CCG is considering the introduction of Health Hubs in Hyndburn, Burnley, Pendle and Rossendale, with access to a hub for Ribblesdale patients, rather than providing one centre for the whole of East Lancashire under the current arrangements. The consultation asked people if they agree or disagree with the idea of introducing a Health Hubs model in East Lancashire.

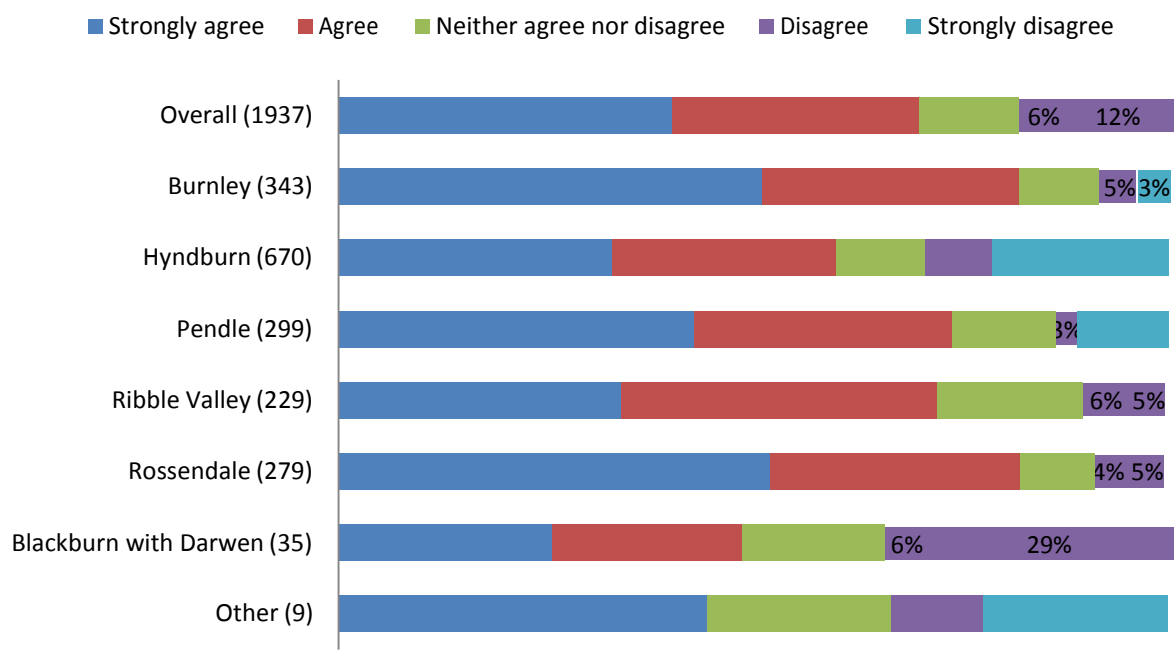
Overall, 70% of respondents to the consultation strongly agree or agree with the proposed health hubs model, 18% disagree or strongly disagree.

29% of Hyndburn respondents disagree or strongly disagree with the health hubs model and 35% of Blackburn with Darwen respondents (note the low number of responses from this geographic group).

Other categories with relatively higher levels of disagreement with the health hubs proposal include 25 to 34 year olds (30% disagree or strongly disagree) and Asian or Asian British residents (23% disagree or strongly disagree).

Residents in Burnley and Rossendale appear most positive about the proposed health hubs model, with 82% strongly agreeing or agreeing.

Figure 3.2: To what extent do you agree or disagree with the proposed health hubs model as an alternative to the current Health Access Centre arrangement in Accrington? (by district, base totals in brackets)



People were given the opportunity to comment on the proposed health hubs model and to explain any impact they think it would have. In total 993 comments were received to this question. It is clear that different residents have different priorities when it comes to accessing health services, whether that is the location, access or quality of service.

Of those who agree with the proposal, the main drivers behind this appear to be:

- General positive comments about the principles of the health hubs model, more so from people living outside of Hyndburn, with greater access for all a key factor

Better access is always good so I can only agree with the plans

Fantastic idea to create more hubs that are more local to patients

- Some people simply feel that 'as long as something is in place then [they're] happy' and appear to have trust in GPs and decision-makers

It will be fine if it works

I think that your GP knows best and should have the final decision

- Extended opening hours generally received well, particularly by those who work

Very good proposal especially for people working full time

Out of hours very beneficial for workers

For those who disagree with the proposal:

- There are particular concerns in Accrington regarding what will happen to Victoria Hospital and the Health Access Centre, with the latter appearing to be a valued service to people in the town

Accrington Victoria health access is a necessity for this town. I have used countless times and people will struggle without it.

I believe that the current Accrington walk in centre should stay. There is a huge demand for this within the community.

- Some question how appointments and availability will work in practice, with concern that the same day arrangement currently available at the Health Access Centre would be lost under the health hubs model

I do not believe you will be able to cover the appointments needed that the HAC can.

I feel that as the hub would be on an appointment basis there will be times when there are no appointments available and no alternative access to a GP.

- There is some concern about how the model will cope with the number of patients who will use them, both in terms of people using the hubs but also the knock-on effect on A&E departments

Also such changes will result in an influx of patients in already over stretched A&E departments.

If a health hub is busy which I certainly know will happen, how far would a patient have to travel to another hub?

- Some Ribble Valley respondents question access for them with no hub proposed in Ribblesdale

As the population of Ribble Valley is expanding at an alarming rate, could we not have a hub west of the Pennines at Clitheroe Hospital?

I live in Ribble Valley. Our current Health Centre is in Clitheroe. All of your suggestions seem a very long way away from us.

There were also some cross-cutting issues raised both by people who agree and disagree with the proposal include:

- Concerns or queries about how the new model would be funded and resourced, with perceptions that opening health hubs would cost more, can the NHS afford this and could it further stretch the health service

- Some reservations about the lack of details, such as the quality of staffing and exact locations of the hubs

Apart from creating multiple 'health hubs' it is far from obvious to me exactly what this all means in terms of customer experience - who, what, when, how? It is as clear as mud!

Where would this hub be located? Who would staff this? What cost would this be to the NHS, I hope not the locum rate of £1000 per shift or excessive rates of overtime pay?

- A range of considerations for any new health hubs were raised, including access to public transport and parking

I think it is important that the hub is on a main bus route to make it more accessible and have some facility for parking

Consider transport to and from the hubs local health hubs would give great peace of mind and reduce stress.

- Some people question how necessary it is to have extensive weekend availability and the impact it would have on the lives of doctors and nurses

Doctors work hard enough, 6 days a week at most

I don't think GP should be made to work more than they do already because some of them have families to spend time with

- Some are concerned about the impact the proposal would have on access to their local GP surgery

I get excellent service from GP and worry if this would affect that.

I would not like to see them at the thin end of the wedge in reducing access to the GP surgery

3.3 Overall Primary Care Model

The final section of the consultation survey asked for people’s final thoughts on the overall model after considering the principles and the services that the CCG propose to maintain, add and change.

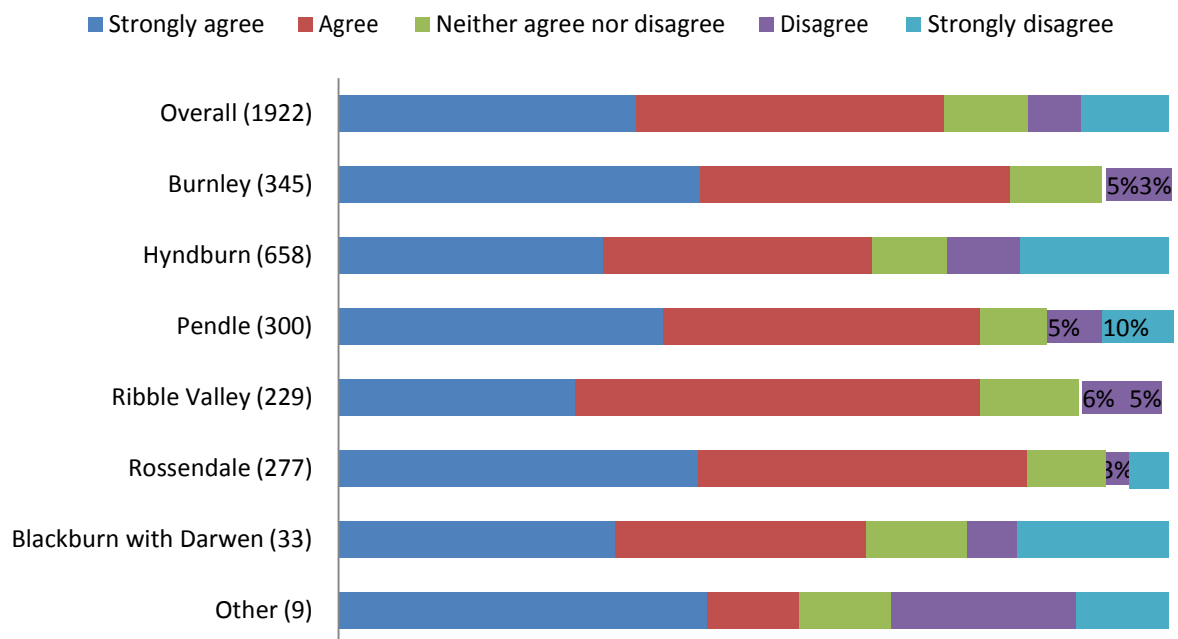
73% of respondents to the consultation strongly agree or agree with the overall new model of primary care proposed in East Lancashire, 17% disagree or strongly disagree.

The level of agreement is highest in Rossendale and Burnley with 83% and 81% strongly agreeing or agreeing respectively.

Conversely, the level of disagreement is highest in Hyndburn and Blackburn with Darwen, with 27% and 24% disagreeing or strongly disagreeing respectively.

There is also a relatively high level of disagreement amongst 25 to 34 year olds with 27% disagreeing or strongly disagreeing, although 61% still strongly agree or agree.

Figure 3.3: Overall, to what extent do you agree or disagree with the proposed new model of Primary Care in East Lancashire? (by district, base totals in brackets)



The survey gave people the opportunity to make any final comments on the proposed model, and specifically asked about why people either agree or disagree with it. 768 comments were made in this question, with the main topics being:

- Many of the comments re-iterated points made in the first open-ended question, both positively and negatively
- The proposed model should consider people and their different situations, including access to the internet, use of telephones and what happens if they are not registered with a GP
- Further emphasis on the need for it to feel like a local model and offer, with one comment summing up the thoughts of many – ‘closer services, easier access, happier patients’
- Some people think the sooner the new model is implemented the better, with a feeling that ‘anything is better’ than current arrangements
- Access to appointments seems to be a big issue and worry for some people, with many examples of the difficulties getting through to local GPs
- There were also some comments about the considerations needed for the wider impact of any changes on other services, both positive (reducing strain on GP surgeries) and negative (could increase burden on services like A&E)

4 Appendix – Podium Response Feedback

150 surveys were completed using interactive podiums which were located in GP surgeries during the consultation period.

Like the other findings from the online and paper surveys, agreement was generally high with the principles underpinning the proposed Primary Care model. The highest level of agreement was with providing consistent information to help people get the right care and support, closely followed by providing GP services which are local to patients.

Principles	Strongly agree or agree
Providing consistent information to help you get the right care and support	91%
Providing GP services which are local to patients	90%
Ensuring full medical records are available wherever a patient accesses health services	87%
Providing access to paediatric (children's care) nurses	87%
Providing the same access to GP services wherever patients live	86%
Simplifying appointments and access to GPs	85%
Ensuring you are able to call your GP to access all GP services	84%
Providing GP services which are available to patients when they need them, 8am to 8pm 7 days a week	80%

67% of people responding via the podiums strongly agree or agree with the proposed health hubs model as an alternative to the current Health Access Centre arrangement in Accrington.

Overall, 60% of people strongly agree or agree with the proposed new model of Primary Care in East Lancashire.