

Proposal for a new GP-led Health Centre in Leeds

Analysis report

August 2008

Leeds Primary Care Trust

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1 Introduction

Between 19th May 2008 and 11th August 2008, Leeds Primary Care Trust (PCT) carried out a process of patient, public and stakeholder consultation about the plans to open a new GP-led health centre in Leeds.

By the 26th August, 193 comments forms and four letters had been received by the PCT and this report highlights some of these responses and key themes.

Of the four letters received, one letter is from a local group recognising the potential benefits of a GP-led health centre but also raises concerns around a potential loss of doctor-patient relationship and the location. The second is from a larger political group which has consulted with 100+ of its members and states that there is overwhelming support from its members for the introduction of a GP-led health centre in Leeds. The third and fourth are from individuals with a number of comments about the contents of the original documentation; a significant number of these comments are included within this document.

The outcomes of this report will be used to in formal discussion with potential providers and shape the services that are delivered at the GP-led health centre.

Further details about the consultation process can be found in the original consultation document attached as Appendix 1.

2 Patient and stakeholder consultation

Process and extent of consultation

- Leeds Patient Advice and Liaison Service (PALS) was identified as a central point of contact for members of the public for enquiries via their freephone number. The consultation document, comments form and poster were posted on the PCT website (www.leedspct.nhs.uk) to download.
- Leeds PCT staff were made aware of the proposals by information in the trust e-bulletin, poster distribution and at a series drop-in events.
- Discussions were held with key stakeholders including the Leeds Local Medical Committee (LLMC).
- Consultation document (Appendix 1), comments forms (Appendix 2) and posters advertising the drop-in events were provided to all Leeds independent contractors - GP practices, pharmacies, dentists and opticians - for display in waiting rooms.

- Consultation documents were distributed across Leeds through a variety of NHS, voluntary sector organisations and distribution networks including One-Stop centres and libraries. A full list of stakeholders is included in Appendix 3.
- Consultation documents and comments forms were sent to all MPs and local ward councillors.
- The consultation document and comments form were posted on the PCT website on 19th May 2008:
<http://www.leedspct.nhs.uk/?pagepath=Home%20Page/Consultations>

Drop-in Events

- Eleven public drop-in events were arranged across the city of Leeds to give people the opportunity to voice opinions or concerns, ask questions and give feedback.
- Information about the consultation and drop-in events was published in the local press and further posters were distributed for display at community venues across Leeds.
- Open drop-in events were considered the most appropriate, accessible and effective way of holding the events and a variety of venues were used. The PCT also responded to specific requests for locality based events. In addition to this the consultation included involvement in the PCT's NHS 60th anniversary event in Millennium Square and a stall in Kirkgate market, Leeds City Centre.
- The majority of drop-in events were well attended and found to be an effective method of consultation.
- The details of the drop-in events are as follows:

Monday 2 June	6.00 pm – 7.30 pm	North West House, Boardroom
Saturday 14 June	1.00 pm – 5.00 pm	Committee Rooms 6 & 7, Leeds Civic Hall
Monday 23 June	12.00 pm – 2.00 pm	Yeadon Health Centre
Tuesday 1 July	12 pm – 2.00 pm	Chapelton Health Centre
Thursday 3 July	10.00 am – 4.00 pm	Millennium Square event
Friday 4 July	10.00am – 2.30 pm	Leeds Kirkgate Market
Tuesday 8 July	9.00 am – 12.00 pm	Kirkstall Health Centre
Friday 11 July	2.00 pm – 4.00 pm	Beeston Hill Health Centre
Friday 18 July	10.00am – 2.30 pm	Armley Health Centre
Tuesday 22 July	9.30 am – 8.00pm	White Rose Shopping Centre
Monday 28 July	9.00 am – 12.00 pm	Morley Health Centre
Friday 1 August	9.00am – 12.00 pm	Burmantofts Health Centre
Tuesday 5 August	10.00 am – 12.00 pm	Wetherby Health Centre

The outcomes of this consultation process will be used in formal discussions with potential providers throughout the procurement process. Key themes and patient views, where appropriate, will be fed into the service requirements and ultimately the overall service model for the health centre. This document tells us more about how and why patients will access the GP-led health centre and what services they would like to see within the health centre.

As part of the overall procurement process bidders have been asked to address how they intend to engage with patients and the public throughout the contractual service period and also how they will ensure services reflect the differing patient cultures within Leeds. These answers will be evaluated and scored.

The PCT has established a Patient Advisory Group from those who expressed an interest through the consultation process. This group will support and advise the PCT on specific areas relating to patient experience. In addition to this the Patient Advisory Group has selected one of its members to participate in the evaluation panel and input into the selection of the service provider.

4 Responses and Feedback

The comments form is attached as Appendix 2.

By the 26th August, 193 comments forms and four letters had been received. Of these, 12 are from patients already registered with GP practices in the Burmantofts area.

Questions 1 and 2

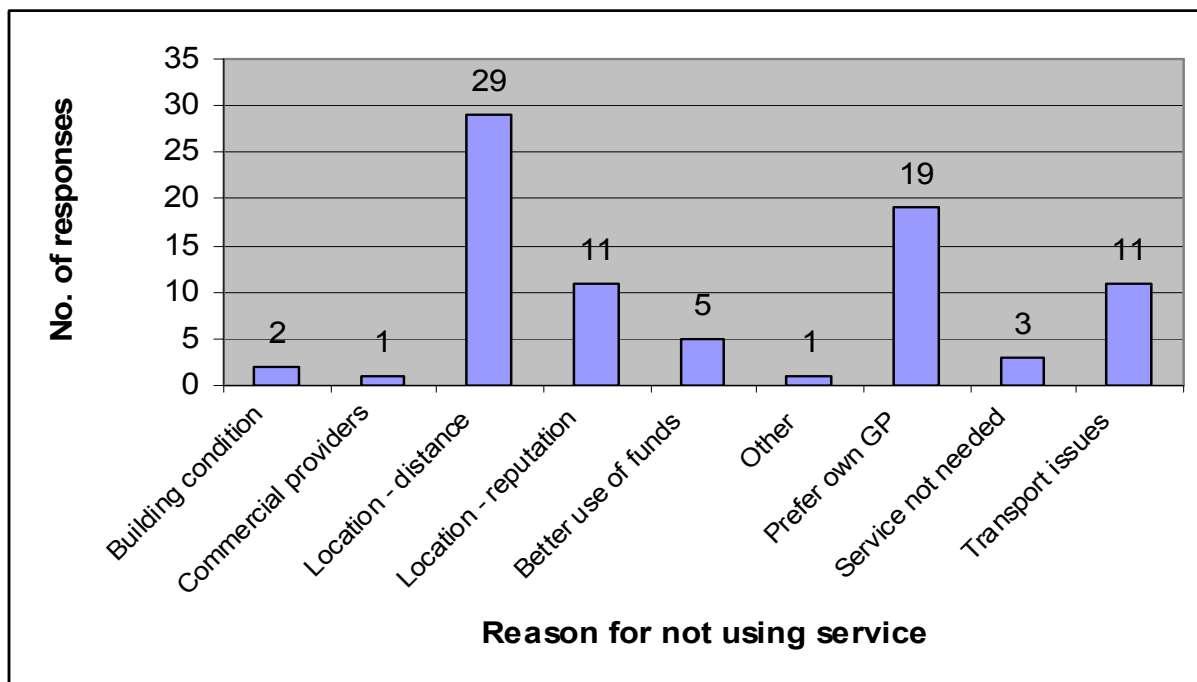
Of the people who stated that they are not registered with a GP practice in the Burmantofts area, 56% stated that they would consider accessing the services available at the GP-led health centre as a non-registered patient.

Comments were received around the accessibility of Burmantofts to all the patients of Leeds. This was balanced with positive feedback on the element of the extended opening times, especially the opportunity to access services on a Saturday and Sunday.

Question 3

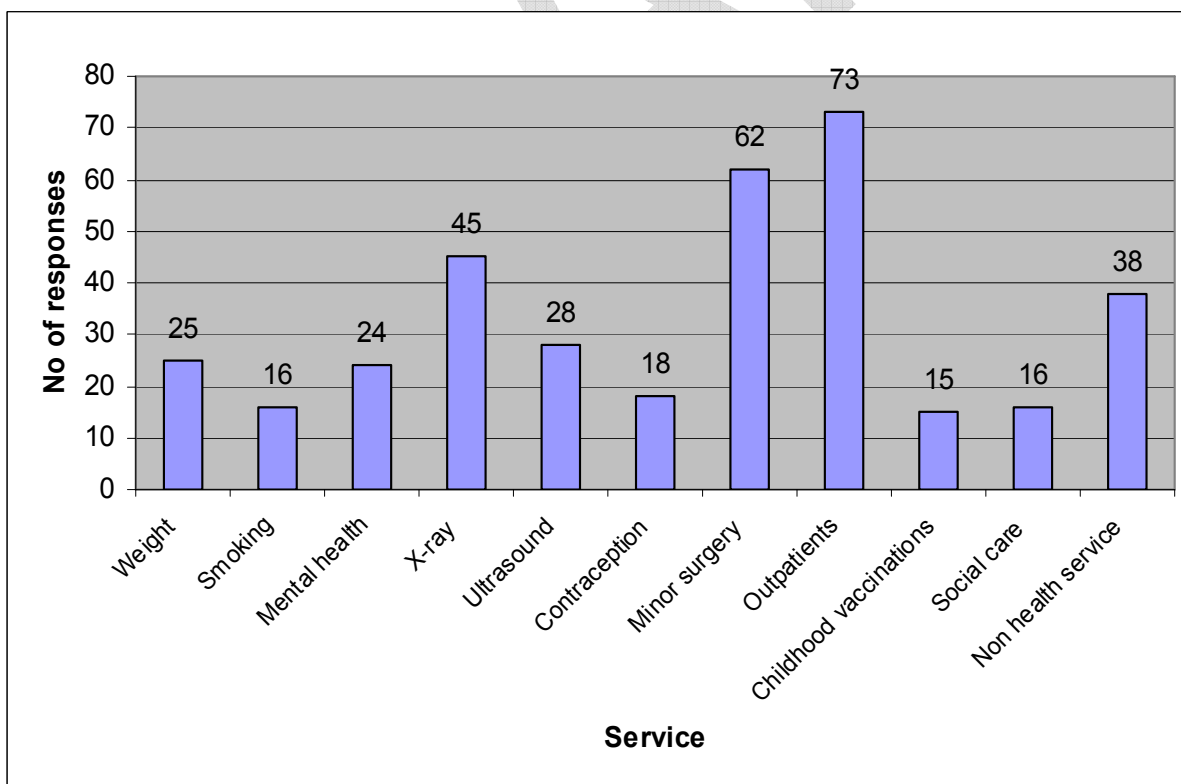
Question 3 asked respondents, "If you are not registered in the Burmantofts area, would you utilise the services at the GP-led health centre and if not, why not?"

Of the responses, 79 people stated that they were not registered in the Burmantofts area and would not use the services. A summary of comments can be found on the following page.



Question 4

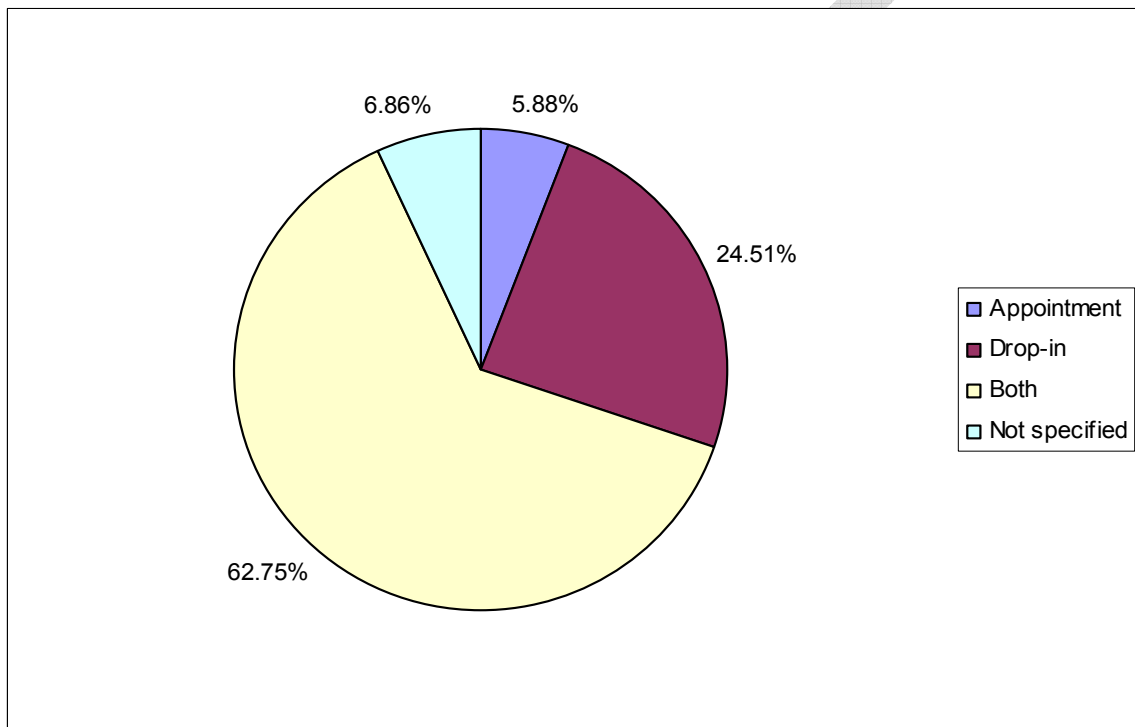
“If you used the GP-led health centre, which services (listed in Appendix 2) would you be likely to use?” 102 people stated that they would use the GP-led health centre. A summary of the services people would use is shown below:



Question 5

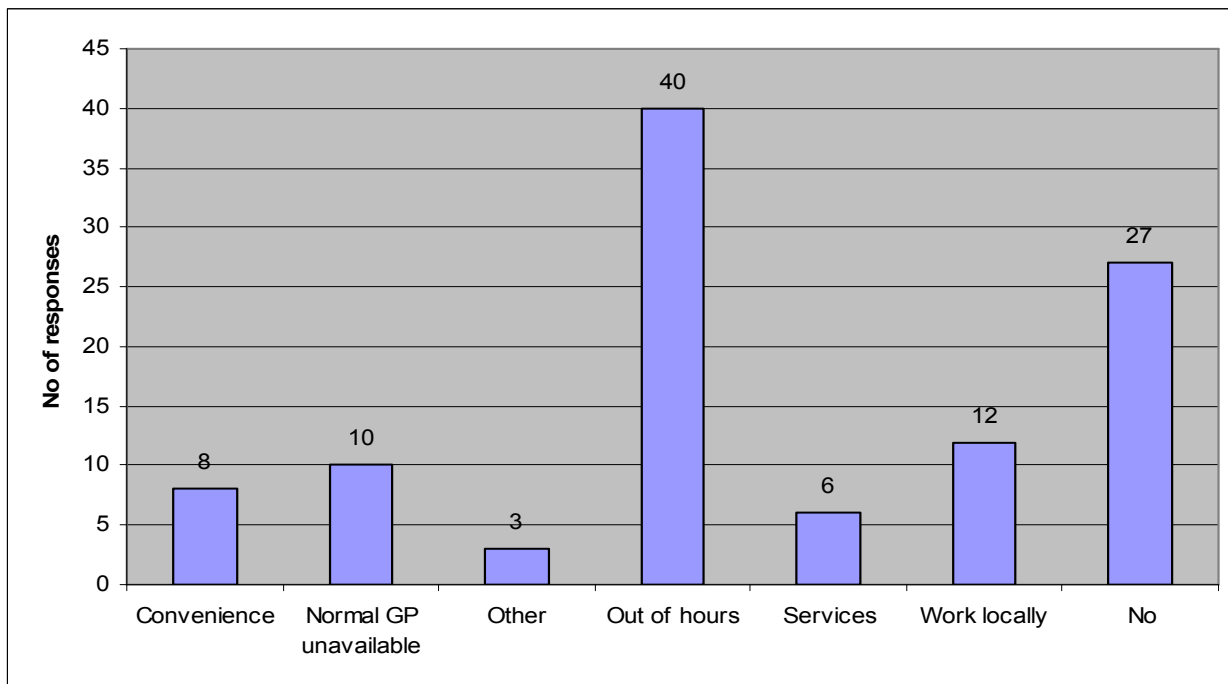
“Would you prefer to make an appointment to access the service you require, or access services on a drop in basis?” Of the 101 responses, results are detailed below:

Preferred option	Number of responses	% of responses
Appointment	6	5.88%
Drop-in	25	24.51%
Both	66	62.75%
Not specified	7	6.68



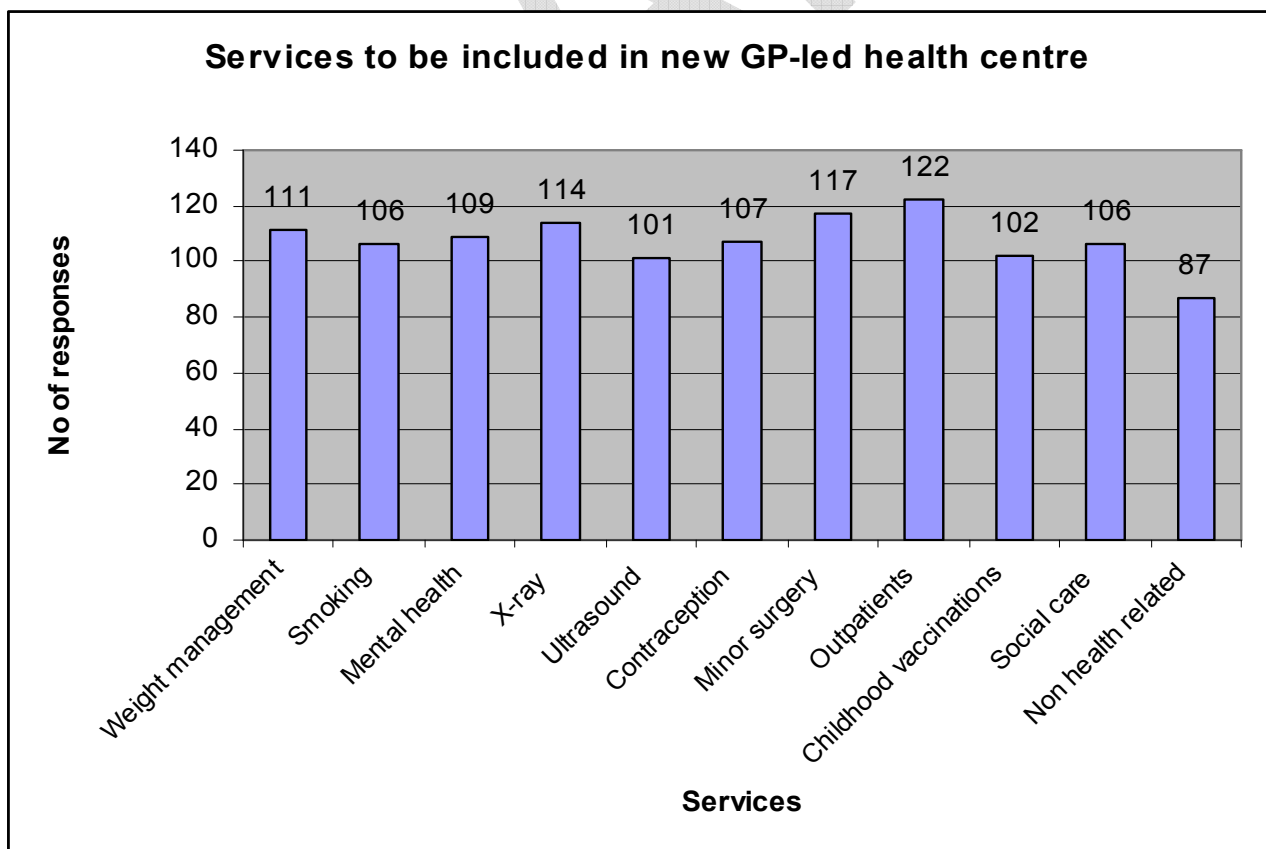
Question 6

“If you would choose to access services from the GP-led health centre as an unregistered patient, are there any reasons for using this service instead of the GP practice you are currently registered with?” A summary of the results is detailed on the following page.



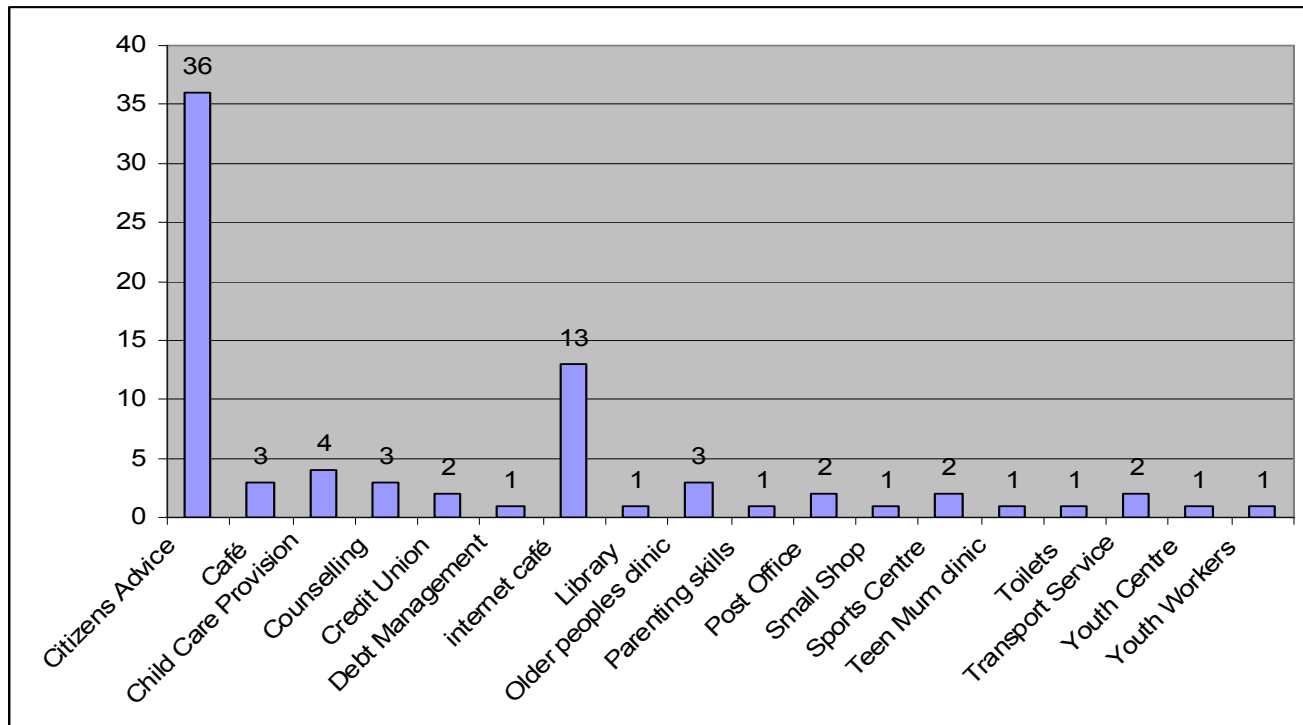
Question 7

“What services do you think should be included in the new GP-led health centre (even if you would not use them)?” Of those that listed health-related services, a summary of the results is detailed below:



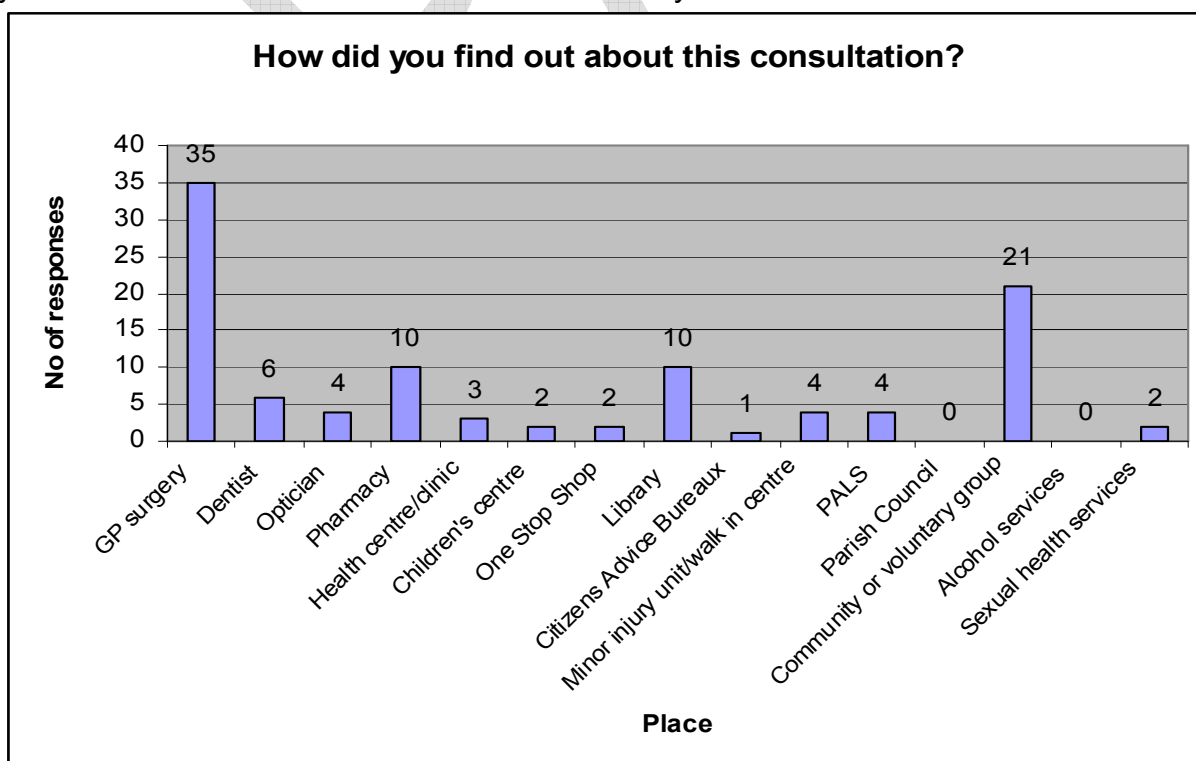
Question 7 continued

87 people said they felt non health-related services should be included in the GP-led health centre. The summary details are listed below:



Question 8

“We are constantly trying to improve how we share information with people. How did you find out about this consultation?” A summary of the results is detailed below:



5 Responses by local authority ward

Adel and Wharfedale & Alwoodley			LS17
Total replies	14	Would use the centre	10 Would not 4
Accessing the service The majority would access the service either by drop-in or scheduled appointment.			
Summary of comments: a) Convenient access out of hours (2 responses) b) Too far to travel (3 responses)			

Ardley and Robin Hood			WF2, WF3
Total replies	4	Would use the centre	2 Would not 2
Accessing the service Half would access the service on a drop-in basis and half either by drop-in or scheduled appointment.			
Summary of comments: a) Convenient access out of hours (4 responses) b) Prefer own GP (1 response)			

Armley			LS12
Total replies	9	Would use the centre	8 Would not 1
Accessing the service Half would choose to access the service either by drop-in or scheduled appointment.			
Summary of comments: a) Convenient access out of hours (6 responses) b) Too far to travel (1 response)			

Beeston and Holbeck & Middleton Park			LS10, LS11
Total replies	13	Would use the centre	5 Would not 8
Accessing the service The majority would access the service either by drop-in or scheduled appointment.			
Summary of comments: a) Convenient access from work (2 responses) b) Difficult to access (3 responses) c) Too far to travel (3 responses)			

Bramley and Stanningley			LS13
Total replies	5	Would use the centre	3 Would not 2
Accessing the service The majority would access the service either by drop-in or scheduled appointment.			
Summary of comments: a) Convenient access out of hours (2 responses) b) Convenient access from work (1 response) c) Need disabled friendly access (1 response)			

Burmantofts and Richmond Hill			LS9
Total replies	32	Would use the centre	20 Would not 12
Accessing the service The majority would access the service either by drop-in or scheduled appointment.			
Summary of comments: a) Wider choice of services (2) b) Convenient access from work (4 responses) c) Convenient access out of hours (5 responses)			

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Calverley and Farsley & Otley and Yeadon			LS19, LS21
Total replies	9	Would use the centre	1 Would not 8
Accessing the service The majority would access the service either by drop-in or scheduled appointment.			
Summary of comments: a) Convenient access from work (4 responses) b) Convenient access out of hours (1 response) c) Too far to travel (6 responses)			

Chapel Allerton			LS7
Total replies	6	Would use the centre	3 Would not 3
Accessing the service Half would choose to access the service on a drop-in basis and half either by drop-in or scheduled appointment.			
Summary of comments: a) Convenient access out of hours (2 responses) b) Own GP adequate (2 responses)			

City and Hunslet			LS1, LS3
Total replies	3	Would use the centre	3 Would not 0
Accessing the service The majority would access the service either by drop-in or scheduled appointment.			
Summary of comments: a) Convenient access out of hours (1 response)			

Cross Gates and Whinmoor & Temple Newsam			LS15
Total replies	5	Would use the centre	1 Would not 4
Accessing the service The majority would access the service on a drop-in basis.			
Summary of comments: a) Convenient access out of hours (1 response) b) Convenient access from work (1 response) c) Location is not reputable (1 response) d) Building is too old (1 response)			

Garforth and Swillington & Kippax and Methley			LS25
Total replies	4	Would use the centre	3 Would not 1
Accessing the service The majority would access the service either by drop-in or scheduled appointment.			
Summary of comments: a) Convenient access out of hours (2 responses) b) Convenient access from work (1 response) c) Too far to travel (1 response)			

Gipton and Harehills			LS8
Total replies	6	Would use the centre	3 Would not 3
Accessing the service Half would choose to access the service on an appointment basis.			
Summary of comments: a) Convenient access out of hours (1 response) b) Convenient access from work (1 response) c) Location is not reputable (1 response)			

Guiseley and Rawdon			LS20
Total replies	4	Would use the centre	2
		Would not	2
Accessing the service The majority would access the service either by drop-in or scheduled appointment.			
Summary of comments: a) Convenient access from work (2 responses) b) Convenient access out of hours (1 response) c) Location is not reputable (1 response)			

Hyde Park and Woodhouse & Headingley			LS6
Total replies	2	Would use the centre	1
		Would not	1
Accessing the service Half would access the service on a drop-in basis.			
Summary of comments: a) Convenient access out of hours (1 response) b) Too far to travel (1 response)			

Horsforth			LS19
Total replies	7	Would use the centre	5
		Would not	2
Accessing the service The majority would access the service either by drop-in or scheduled appointment.			
Summary of comments: a) Convenient access out of hours (1 response) b) Wider choice of services (1 response) c) Too far to travel (1 response) d) Location is not reputable (1 response)			

Killingbeck and Seacroft			LS14
Total replies	10	Would use the centre	6
		Would not	4
Accessing the service The majority would access the service either by drop-in or scheduled appointment.			
Summary of comments: a) Convenient access out of hours (2 responses) b) Prefer own GP (1 response) c) Too far to travel (1 response)			

Kirkstall			LS4, LS5
Total replies	5	Would use the centre	4
		Would not	1
Accessing the service The majority would access the service either by drop-in or scheduled appointment.			
Summary of comments: a) Convenient access out of hours (1 response) b) Location is not reputable (1 response)			

Roundhay, Moortown & Weetwood			LS16
Total replies	14	Would use the centre	5
		Would not	9
Accessing the service The majority would access the service either by drop-in or scheduled appointment.			
Summary of comments: a) Convenient access out of hours (1 response) b) Wider choice of services (1 response) c) Too far to travel (1 response) d) Location is not reputable (1 response)			

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Morley North & Morley South			LS27
Total replies	7	Would use the centre	4
		Would not	3
Accessing the service The majority would access the service either by drop-in or scheduled appointment.			
Summary of comments: a) Convenient access from work (2 responses) b) Convenient access out of hours (1 response) c) Prefer own GP (2 responses) d) Too far to travel (1 response)			

Pudsey & Farnley and Wortley			LS28
Total replies	3	Would use the centre	0
		Would not	3
Accessing the service Half would access the service on a drop-in basis and half either by drop-in or scheduled appointment, half would access on an appointment basis.			
Summary of comments: a) Too far to travel (2 responses)			

Rothwell			LS26, WF4
Total replies	10	Would use the centre	7
		Would not	3
Accessing the service The majority would access the service either by drop-in or scheduled appointment.			
Summary of comments: a) Convenient access out of hours (4 responses) b) Too far to travel (2 responses)			

Wetherby & Harewood			LS22
Total replies	1	Would use the centre	1
		Would not	N/A
Accessing the service Would access the service either by drop-in or scheduled appointment.			

6 Contact Information

Call: Leeds Patient Advice and Liaison Service (PALS)
0800 0525 270 or from their website

See: www.leedspals.nhs.uk or www.leedspct.nhs.uk

Write to: PALS
Leeds Primary Care Trust
2nd Floor Stockdale House
Headingley Business Park
Victoria Road
Leeds LS6 1PF

If you have special communication needs or would like this information on audio tape or in a different language, please contact us or ask a carer or friend to telephone on your behalf. Our number is 0800 0525 270.

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APPENDIX 1: Overview of stakeholders for engagement

In alphabetical order

- GPs across Leeds
- Leeds Dental Committee
- Leeds Local Medical Committee
- Leeds Optometry Committee
- Leeds Partnerships NHS Foundation Trust
- Leeds Pharmacy Committee
- Leeds Teaching Hospitals NHS Trust
- Libraries
- Local businesses
- Local children's centres
- Local community and voluntary groups
- Local councillors and MPs
- Local faith leaders
- Local high schools
- Local independent contractors, e.g. pharmacists, dentists, optometrists
- Local Involvement Network (LINKS) preparatory group
- Local media
- Local parish/town councils
- NHS staff
- Overview and Scrutiny Committee
- Patient Advice Liaison Service (PALS)
- Patient representative
- Public
- Registered patients
- Social Services
- Union representatives
- Yorkshire & Humber Strategic Health Authority