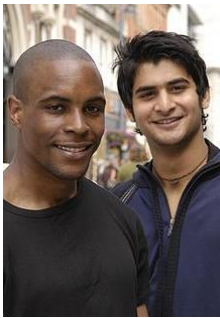


A New GP-led Health Centre and Walk-in Facility for Great Yarmouth

Developing Better Access to GP Services from 2009



**Public Consultation
9th May to 31st July 2008**



1. Introduction

The proposals in this document have been developed by Great Yarmouth & Waveney PCT following the government's announcement of its intention to open 150 new Health Centres across England.

The announcement follows the publication of Health Minister Professor Lord Darzi's interim report of the review of the NHS (Our NHS, Our Future: Department of Health October 2007). The report describes the way in which, although there has been considerable investment and improvement in the NHS over the past ten years, patients in some areas are still having difficulty in making appointments to see a General Practitioner (GP). The report describes the need for 'new Health Centres in easily accessible locations'.

The proposed new GP-led Health Centre will make sure that more patients have access to treatment and advice from health professionals at a time and place convenient to them.

The national programme, 'Equitable Access in Primary Medical Care', which is driving the development of GP-led Health Centres, will play a major role in improving and targeting patients' health care in areas where there are inequalities.

This document sets out the key features of this new development and explains why we have decided to locate the new Health Centre in Great Yarmouth. We hope you will take a little time to read the following pages and respond to the questions we are asking.

If you have any questions about this document, please contact:

Sandy Griffiths

Patient and Public Involvement Manager
Gt. Yarmouth and Waveney PCT
1, Common Lane North
Beccles
Suffolk
NR34 9BN
01502 719567
sandy.griffiths@nhs.net



2. The aim of this consultation

The primary aim of this consultation is to listen to your views about the proposal to establish a new GP-led Health Centre with walk-in facilities in central Great Yarmouth.

We are sending this document to all our stakeholders, which includes representatives of patients and members of

the public, primary care practitioners, partners working in practice-based commissioning, our staff, voluntary organisations, charities, and statutory agencies such as county and district councils, and other health trusts.

We are also sending it to a random sample of people living in the Great Yarmouth area.

3. Why have we chosen to put a new Health Centre in Great Yarmouth?

When looking at possible locations for the new GP-led Health Centre, areas of need were identified using a comprehensive set of criteria. We looked at information on:

- deprivation, life expectancy and the numbers of people with high levels of health need
- areas where people have difficulty accessing services
- population density
- where people work
- numbers of visitors
- transport links

There are two areas which meet all of these criteria: Great Yarmouth and Lowestoft. The PCT's Health and Well-being Improvement Strategy and Health Atlas both show, in addition, that:

- people living in the Great Yarmouth area usually have worse health than those in Waveney
- Great Yarmouth is ranked first in the whole of the East of England for people living in the poorest circumstances. The most deprived wards are Central & Northgate, Nelson and Southtown & Cobholm.

These factors indicated to the PCT that the area of central Great Yarmouth has the greatest need of a new GP-led Health Centre with walk-in facilities. The Board has also made a decision, in principle, to consider a GP-led Health Centre and walk-in facility for the Lowestoft area if the Great Yarmouth model proves successful.

4. Who will be able to use the new GP-led Health Centre?

Anyone will be able to use the new GP-led Health Centre.

People who register with the Health Centre will receive the full range of GP-led services; people who are not registered, such as holiday-makers and people who work, but do not live, in the town will be able to use the Health Centre's walk-in facility.

The walk-in facility will also enable people to access services if they are not registered, or do not wish to register, with a GP, such as people who move from place to place regularly.

5. What Services will the new Health Centre provide?

The Service will be led by GPs, which means that a doctor will be on duty at all times, supported by other staff such as nurses, phlebotomists, health promotion and administrative staff. The Health Centre will be open from 8am-8pm, 7 days a week. Local people will be able to register at the Health Centre or use it as a walk-in facility. A full range of GP and Nurse Services will be provided to registered patients, including:

- Anti-coagulation Monitoring: checks to prevent blood clotting
- Blood Tests
- Cervical Screening: also known as a 'smear test'
- Child Health Surveillance: regular health checks for children
- Contraceptive Services, including IUCD (contraceptive coil or 'IUD') fitting
- Drug and Alcohol Services
- ECG: a test of the heart's function
- Injection of Regular Medication
- Managing Depression
- Maternity Medical Services
- Minor Injury
- Minor Surgery
- 'One-stop-shop' to advise people on ways to improve their health and live healthier lives
- Patient Education and Self-Management programmes for people with long term conditions such as diabetes, arthritis or heart problems
- Pessary care: routine change of a ring pessary, which helps to manage incontinence
- Sexual Health Services such as screening and treatment for chlamydia and gonorrhoea; promotion of safer sex
- Spirometry: a test of lung function

- Stop Smoking Advice
- Vaccinations and Immunisations for Children and Adults
- Weight Management for Children & Adults
- Well Woman and Well Man advice

The walk-in facility will provide treatment to people who are not registered with the Health Centre, or with any GP, for minor illnesses such as coughs, colds, infections, stomach ache, indigestion, constipation, vomiting, diarrhoea; and minor injuries such as sprains, strains, lacerations, bites

6. How are we listening to people's views?

National Consultation

Health Minister Professor Lord Darzi's review of the NHS has included extensive national consultation. The proposals in this document have been developed as an outcome of that national consultation and the interim report 'Our NHS, Our Future'.

Early Local Involvement

The PCT's Public Engagement Team met with members of Great Yarmouth & Waveney's Patient and Public Involvement Forum and the local Health Overview and Scrutiny Committee to discuss proposals for involving the wider public.

Now have your say

Thank-you for reading this document; we hope you will take the time to let us know your views on this proposal using the questionnaire beginning on page 7. The simplest way to feed back your views is to return the questionnaire to us by post at the address below or complete the form online at our website.

Visit our website www.gywpct.nhs.uk to complete and submit the form on-line; **or** comment by e-mail on gyw-pct.consultation@nhs.net; **or** write to us at:

Consultation Responses

Great Yarmouth and Waveney Primary Care Trust

1 Common Lane North

Beccles

NR34 9BN

The consultation findings will be published in October 2008.

Will what I say make any difference?

Some people have asked why we are consulting on this proposal when the government has said that we must open a new GP-led Health Centre and we therefore have no choice in the matter.

Our response to that is very clear:

- the PCT believes it is important to explain to you why it has decided to locate the service in Great Yarmouth
- in order to plan for the future it is also very important for us to understand things such as how much you will welcome this additional service and whether the proposed opening hours will meet your needs

7. When do I have to make my comments by?

The deadline for receipt of comments is 31st July 2008.

If you would like to receive feedback on the consultation, please ensure you provide us with your details below, so that we can send you the summary when it is published.

Title and full name:
Address:
Postcode:
Email address:

If we have not involved you in our work before, may we keep your details so that we can send you information about future health developments and involve you in our consultations again?

(delete as appropriate): Yes/No

If you have answered 'yes' above, what is your preferred form of contact?

(delete as appropriate): post/email



8. Questionnaire

A New Health Centre and Walk-in Facility for Great Yarmouth: Developing Better Access to GP Services from 2009

Period of Consultation: 9th May to 31st July 2008

Confidentiality

All responses will be held in confidence by Great Yarmouth and Waveney PCT.

Personal Details

Q1 Please tell us your name:

Q2 Are you:

Providing your own response

☐ Go to Q3

Giving your response on behalf of an organisation

☐ Go to Q9

We would be grateful if you provide the following information. This will help us to check that we have received personal responses from a representative group of people.

Q3 How old are you:

Under 25	<input type="checkbox"/>
25 – 34	<input type="checkbox"/>
35 – 44	<input type="checkbox"/>
45 – 54	<input type="checkbox"/>
55 – 64	<input type="checkbox"/>
65 or over	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>

Q4 Are you:

Male	<input type="checkbox"/>
Female	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>

Q5 Please can you give your full postcode below. This will be used to assess the degree to which we are receiving responses from across Great Yarmouth and Waveney.

Postcode: _____

Q6 Which ethnic group do you consider yourself to belong to?

A White	<input type="checkbox"/>
B Mixed	<input type="checkbox"/>
C Asian or Asian British	<input type="checkbox"/>
D Black or Black British	<input type="checkbox"/>
E Chinese	<input type="checkbox"/>
F Other (please write in)	<input type="checkbox"/>
G Prefer not to say	<input type="checkbox"/>

Q7 Using the Disability Discrimination Act definition below, do you consider yourself to have a disability?

‘A physical or mental impairment which has a substantial and long term adverse effect on a person’s ability to carry out normal day to day activities’.

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>

Q8 Are you employed by the NHS?

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>

Details of your organisation

Please complete this section if you are responding on behalf of an organisation.

Q9 What is the name of the organisation you are submitting this response on behalf of?

Please write in below.

Q10 Please tell us who the organisation represents and, where applicable, how you gathered the views of members.

Please write in below.

--

The proposal

In replying to the questions and statement below, please tick the definition that most matches your view.

Q1 Do you agree with the proposal to improve access to primary care by establishing a new GP-led Health Centre in central Great Yarmouth?

Strongly agree	<input type="checkbox"/>
Agree	<input type="checkbox"/>
Neither agree nor disagree	<input type="checkbox"/>
Disagree	<input type="checkbox"/>
Strongly disagree	<input type="checkbox"/>

Q2 The opening hours of 8am-8pm, 7 days a week will meet my needs

Strongly agree	<input type="checkbox"/>
Agree	<input type="checkbox"/>
Neither agree nor disagree	<input type="checkbox"/>
Disagree	<input type="checkbox"/>
Strongly disagree	<input type="checkbox"/>

Q3 The PCT's Board has made a decision in principle to consider a GP-led Health Centre and walk-in facility for the Lowestoft area if the Great Yarmouth model proves successful. Whilst there will be a consultation on this development if the board decides to proceed, if you live, or work, in the Waveney area, it would be helpful to know how much you support the Board's position.

Strongly agree	<input type="checkbox"/>
Agree	<input type="checkbox"/>
Neither agree nor disagree	<input type="checkbox"/>
Disagree	<input type="checkbox"/>
Strongly disagree	<input type="checkbox"/>

Please use the space below to elaborate on the answers you have given if you wish or to make additional comment. If you need further space, please attach another sheet of paper.



9. Glossary of Terms

Word or Phrase	Meaning
Commissioning	The process by which the PCT makes sure it chooses and funds high quality services which meet the health needs of individuals in their communities in a fair, efficient and effective way.
Deprivation	Deprivation is a measure of material poverty based on a number of criteria such as income, economic circumstances, environment, etc
Phlebotomist	A member of the health team who takes blood for testing.
Practice-Based Commissioning (PBC)	PBC aims to improve services, the patient's experiences and health outcomes; this involves re-designing existing service provision. PBC gives GPs direct responsibility for managing the funds that the PCT has to pay for hospital and other care for their practice population.
Primary Care Practitioners	The collective name given to all services which are people's first point of contact with the NHS, it includes doctors, dentists, pharmacists and opticians. These health professionals work as part of the NHS front line team, which is referred to as 'Primary Care'. They work alongside a variety of practice nurses, district nurses, health visitors, oral hygienists, dispensing assistants, speech and language therapists, chiropodists and other healthcare specialists to provide a wide range of non hospital-based health care services to our local population.
Stakeholders	Organisations and individuals with an interest in the activities of the NHS. Stakeholders are involved in partnership working and are regularly engaged in the PCT's consultations.

If you would like this document in large print, audio, Braille, alternative format or in a different language, please contact Geraldine Adams on 01502 719855, who will be pleased to help you



Great Yarmouth and Waveney 
Primary Care Trust

Great Yarmouth and Waveney Primary Care Trust
1 Common Lane North
Beccles
Suffolk
NR34 9BN