

# Overview & Scrutiny

## Health in Hackney Scrutiny Commission

All Members of the Health in Scrutiny Commission are requested to attend the meeting of the Commission to be held as follows

**Wednesday 9 February 2022**

**7.00 pm**

**Council Chamber, Hackney Town Hall, Mare Street, London E8 1EA**

Contact:

Jarlath O'Connell

☎ 020 8356 3309

✉ [jarlath.oconnell@hackney.gov.uk](mailto:jarlath.oconnell@hackney.gov.uk)

**Mark Carroll**

**Chief Executive, London Borough of Hackney**

**Members:** Cllr Ben Hayhurst (Chair), Cllr Peter Snell, Cllr Deniz Oguzkanli, Cllr Emma Plouviez, Cllr Kofo David, Cllr Kam Adams and Cllr Michelle Gregory

## Agenda

**ALL MEETINGS ARE OPEN TO THE PUBLIC**

- |          |   |                   |
|----------|---|-------------------|
| <b>1</b> | <b>Apologies for Absence</b>  | (Pages 5 - 10)    |
| <b>2</b> | <b>Urgent Items / Order of Business</b>   |                   |
| <b>3</b> | <b>Declarations of Interest</b>   |                   |
| <b>4</b> | <b>King's Park Moving Together project (19.02)</b>                                    | (Pages 11 - 30)   |
| <b>5</b> | <b>Current challenges in Primary Care post pandemic - discussion with GPs (19.30)</b> | (Pages 31 - 104)  |
| <b>6</b> | <b>Transformation Programme for Adult Social Care (20.10)</b>                         | (Pages 105 - 132) |
| <b>7</b> | <b>Covid-19 update from Director of Public Health (20.35)</b>                         | (Pages 133 - 134) |
| <b>8</b> | <b>Minutes of the Previous Meeting (20.55)</b>  | (Pages 135 - 146) |

**9 Health in Hackney Scrutiny Commission Work Programme**

(Pages 147 - 156)

**10 Any Other Business**

## Access and Information

### Getting to the Town Hall

For a map of how to find the Town Hall, please visit the council's website <http://www.hackney.gov.uk/contact-us.htm> or contact the Overview and Scrutiny Officer using the details provided on the front cover of this agenda.

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<http://www.hackney.gov.uk/individual-scrutiny-commissions-health-in-hackney.htm>



### Public Involvement and Recording

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### Rights of Press and Public to Report on Meetings

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and social media providing they do not disturb the conduct of the meeting and providing that the person reporting or providing the commentary is present at the meeting.

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## Overview & Scrutiny

### Health in Hackney Scrutiny Commission

All Members of the Health in Scrutiny Commission are requested to attend the meeting of the Commission to be held as follows

**Wednesday, 9 February 2022 at 7.00 pm**

**Council Chamber  
Hackney Town Hall, Mare St, E8 1EA**

**The press and public are welcome to join this meeting remotely via this link: <https://youtu.be/GKDEvuBrk-0>**

If you wish to attend otherwise, you will need to give notice and to note the guidance below.

Contact: *Jarlath O'Connell, Overview & Scrutiny Officer*  
☎ 0771 3628561 ✉ [jarlath.oconnell@hackney.gov.uk](mailto:jarlath.oconnell@hackney.gov.uk)

**Mark Carroll**  
Chief Executive, London Borough of Hackney

**MEMBERS:** Cllr Ben Hayhurst (Chair)  
Cllr Peter Snell (Vice Chair)  
Cllr Kam Adams  
Cllr Kofo David  
Cllr Michelle Gregory  
Cllr Deniz Oguzkanli  
Cllr Emma Plouviez

**VACANT:** 2 Labour, 1 Opposition

In case to technical problems this is a back-up YouTube link <https://youtu.be/tU5IfLNvAH4>

### Agenda

**ALL MEETINGS ARE OPEN TO THE PUBLIC**

<b>1</b>	<b>Apologies for absence</b>	<b>19.00</b>
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<b>2</b>	<b>Urgent items/ Order of business</b>	<b>19.01</b>
<b>3</b>	<b>Declarations of interest</b>	<b>19.01</b>
<b>4</b>	<b>King's Park Moving Together project</b>	<b>19.02</b>
<b>5</b>	<b>Challenges in local primary care post pandemic – discussion with Richmond Rd GP Practice</b>	<b>19.30</b>
<b>6</b>	<b>Transformation Programme in Adult Social Care</b>	<b>20.10</b>
<b>7</b>	<b>Covid-19 update from Director of Public Health</b>	<b>20.35</b>
<b>8</b>	<b>Minutes of the previous meeting</b>	<b>20.55</b>
<b>9</b>	<b>Work programme for the Commission for 2021/21</b>	<b>20.56</b>
<b>10</b>	<b>Any other business</b>	<b>20.57</b>

## **Guidance on public attendance during Covid-19 pandemic**

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**The Town Hall is not presently open to the general public, and there is limited capacity within the meeting rooms.** However, the High Court has ruled that where meetings are required to be 'open to the public' or 'held in public' then members of the public are entitled to have access by way of physical attendance at the meeting. The Council will need to ensure that access by the public is in line with any Covid-19 restrictions that may be in force from time to time and also in line with public health advice.

Those members of the public who wish to observe a meeting are still encouraged to make use of the live-stream facility in the first instance. You can find the link on the agenda front sheet.

Members of the public who would ordinarily attend a meeting to ask a question, make a deputation or present a petition will be able to attend if they wish. They may also let the relevant committee support officer know that they would like the Chair of the meeting to ask the question, make the deputation or present the petition on their behalf (in line with current Constitutional arrangements).

In the case of the Planning Sub-Committee, those wishing to make representations at the meeting should attend in person where possible.

**Regardless of why a member of the public wishes to attend a meeting, they will need to advise the relevant committee support officer of their intention in advance of the meeting date. You can find contact details for the committee support officer on the agenda front page.** This is to support track and trace. The committee support officer will be able to confirm whether the proposed attendance can be accommodated with the room capacities that exist to ensure that the meeting is covid-secure.

**As there will be a maximum capacity in each meeting room, priority will be given to those who are attending to participate in a meeting rather than observe.**

**Members of the public who are attending a meeting for a specific purpose, rather than general observation, are encouraged to leave the meeting at the end of the item for which they are present. This is particularly important in the case of the Planning Sub-Committee, as it may have a number of items on the agenda involving public representation.**

**Before attending the meeting**

The public, staff and councillors are asked to review the information below as this is important in minimising the risk for everyone.

**If you are experiencing covid symptoms, you should follow government guidance. Under no circumstances should you attend a meeting if you are experiencing covid symptoms.**

Anyone experiencing symptoms of Coronavirus is eligible to book a swab test to find out if they have the virus. You can register for a test after checking your symptoms [through the NHS website](#). If you do not have access to the internet, or have difficulty with the digital portals, you are able to call the 119 service to book a test.

If you're an essential worker and you are experiencing Coronavirus symptoms, you can apply for priority testing through GOV.UK by following the [guidance for essential workers](#). You can also get tested through this route if you have symptoms of coronavirus and live with an essential worker.

Availability of home testing in the case of people with symptoms is limited, so please use testing centres where you can.

**Even if you are not experiencing covid symptoms, you are requested to take an asymptomatic test (lateral flow test) in the 24 hours before attending the meeting.**

You can do so by visiting any lateral flow test centre; details of the rapid testing sites in Hackney can be found [here](#). Alternatively, you can obtain home testing kits from pharmacies or order them [here](#).

You must not attend a lateral flow test site if you have Coronavirus symptoms; rather you must book a test appointment at your nearest walk-through or drive-through centre.

Lateral flow tests take around 30 minutes to deliver a result, so please factor the time it will take to administer the test and then wait for the result when deciding when to take the test.

If your lateral flow test returns a positive result then you must follow Government guidance; self-isolate and make arrangements for a PCR test. Under no circumstances should you attend the meeting.

## **Attending the Town Hall for meetings**

To make our buildings Covid-safe, it is very important that you observe the rules and guidance on social distancing, one-way systems, hand washing, and the wearing of masks (unless you are exempt from doing so). You must follow all the signage and measures that have been put in place. They are there to keep you and others safe.

To minimise risk, we ask that Councillors arrive fifteen minutes before the meeting starts and leave the meeting room immediately after the meeting has concluded. The public will be invited into the room five minutes before the meeting starts.

Members of the public will be permitted to enter the building via the front entrance of the Town Hall no earlier than ten minutes before the meeting is scheduled to start.



They will be required to sign in and have their temperature checked as they enter the building. Security will direct them to the Chamber or Committee Room as appropriate.

Seats will be allocated, and people must remain in the seat that has been allocated to them. Refreshments will not be provided, so it is recommended that you bring a bottle of water with you.

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<p><b>Health in Hackney Scrutiny Commission</b></p> <p>9<sup>th</sup> February 2022</p> <p><b>King’s Park Moving Together Project</b></p>	<p>Item No</p> <p><b>4</b></p>
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**PURPOSE OF ITEM**

To brief members on the Kings Park Moving Together Project.

**OUTLINE**

Funded by Sport England, the King’s Park Moving Together project is one of 12 Local Delivery Pilots in England - with 2 located in London (Hackney and Ealing). In Hackney, the main area of focus is King’s Park and the focus is on achieving behaviour and systems change and taking a systemic approach to tackling inactivity and improving health through increasing physical activity.

Attached please find:

- a) Briefing on the King’s Park Moving Together project
- b) A note from Sport England ‘People and Places – the story of doing it differently’

Attending for this item will be:

**Lola Akindoyin**, King’s Park Moving Together, Head of Programme, LBH  
**Warren Leigh**, Strategic Lead – Local Delivery, Sport England  
**Jeanna Brodie-Mends Sanderson**, Director and Strategic Coach, Journey Before Success CIC – one of the providers.

**ACTION**

Members are requested to give consideration to the discussion.

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AN ACTIVE COMMUNITY

# Introducing King's Park Moving Together

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## Health in Hackney Scrutiny Commission January 10th 2022

In partnership with



# Introducing King's Park Moving Together

- Funded by Sport England, there are [12 Local Delivery Pilots](#) (LDP's) in England - with 2 located in London (Hackney and Ealing). In Hackney, the main area of focus is King's Park and the programme is called King's Park Moving Together (KPMT).

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The programme is focused on achieving behaviour and systems change, and taking a systemic approach to tackling inactivity and improving health through the powerful agency of physical activity.

Hackney Council is the accountable body and working with, and in the community has been critical. The programme team work with a range of stakeholders, so that the programme is insight led - identifying the opportunities and unearthing the key challenges.

- The programme end date is March 2025 and the total budget is £5.9m over 8 years. The budget includes costs for staffing, evaluation and project delivery and includes £1.3m for capital projects in King's Park.

# Introducing King's Park Moving Together

- Dr Sandra Husbands chairs the recently formed KPMT Partnership Group, which merged a traditional oversight board and community partnership together, to allow for stronger collaborations to develop and more shared learning.
- Following confirmation of our funding award in December 2019, we were due to begin project delivery in April 2020 on receipt of funding in May 2020. This involved co-designing projects developed from within the community and expected to include activities like dance and those targeting specific groups, i.e. older people, women.
- From the outset, residents and local organisations have largely engaged with the programme via events, which changed significantly as the pandemic hit. The programme retained contact with partners via remote monthly community partnership meetings.

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King's Park  
MOVING.

# Learning and evaluation

- Learning and evaluation are core aspects of the programme and we contribute to a mandatory national evaluation commissioned by Sport England, as well as working closely with our local evaluation partner - The Young Foundation.

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The evaluation has been designed to do the following:

- improve our understanding of the action required at all levels of the local system to break down barriers to physical activity, especially among harder-to-engage and socially isolated residents.
- define the key ingredients of a successful 'whole system' community-led approach to tackling inactivity - and how this can be reproduced elsewhere.
- quantify the impact of the pilot on the target population and the wider system.
- produce recommendations for sustaining positive behaviour change over the longer-term - and how this can be monitored.





# Community insight

Some of the things that we heard during the initial insight gathering for the programme were used to inform our initial investment themes:

- social connections and being active with others is important
- residents lead busy lives and report that they are active (often with caring responsibilities). When increased heart rate was used to describe physical activity, this changed and many were unaware of how much moderate or intense physical activity they should be aiming for each week
- residents highlighted the lack of accessible community spaces as a barrier to improving their health and wellbeing
- residents expressed an interest in family intergenerational projects
- residents value their parks and green spaces as opportunities to improve their health and wellbeing, but highlight the lack of facilities in the surrounding area to support their use, i.e. toilets, food establishments
- the immediate area around Kingsmead and Clapton Park Estates has a limited retail offer providing affordable and healthy food
- there are aspirations to deliver health, wellbeing and community services in the ward, but there are challenges around resources and capacity - for example access to suitable facilities

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# Investment Themes

- **COMMUNICATIONS** - communicating information on KPMT and the benefits of physical activity, as well as sharing learning about our journey as a local delivery pilot.
- **COMMUNITY ENGAGEMENT** - providing a range of opportunities for the community to get involved in the programme.
- **PARTNERSHIPS AND NEW WAYS OF WORKING** - opportunities to influence, collaborate and deliver work aimed at tackling inactivity.
- **INCLUSION** - pro-actively seeking to engage residents who are known to have lower levels of participation in physical activity.
- **ENVIRONMENT** - an opportunity to consider the impact of the built environment and how this impacts on King's Park residents and their ability to be physically active.
- **SUSTAINABILITY** - developing plans that enable outcomes to be sustained long term, which includes exploring operating models for the delivery of this work.

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King's Park  
MOVING  
TOGETHER  
AN ACTIVE COMMUNITY

# The pandemic

- We adapted delivery where possible but this was challenging, particularly during the first year of the pandemic and uncertainties around lockdown restrictions.
- In the last 18 months, our community based delivery has included:
  - contracting Hackney Marsh Partnership to lead our community engagement approach
  - funding summer holiday activities at two local primary schools
  - distributing 700 physical activity packs
  - developing a group walking project 'Step it Up' with Active Within and Badu Community
  - running a small grants programme, awarding micro funding to 14 organisations
  - continued to work with local community partners to understand the impact of the pandemic and how this would influence future programme delivery
  - delivering a summer activity programme at the North Marsh Pavilion offering a range of free activity sessions
  - distributing a community newsletter to households in the ward



# King's Park Moving Together

In July and August 2020, King's Park Moving Together (KPMT, Hackney LDP) collaborated with Hackney Council's Sport & Physical Activity Team, Young Hackney and Public Health in a borough-wide project to develop and distribute 700 physical activity packs to residents in Hackney. The packs were to encourage residents to be physically active at home during a time when most local physical activity providers and resources had switched their offer to online platforms. 400 packs were developed for families and 300 for older residents and consisted of items such as pedometers, resistance bands and skipping ropes etc.

*"One Kings Park resident, Patricia said: "I found the chair exercise booklet useful and the resistance bands will help me tone my arms. I used to regularly attend the gym but have been unable to for several years. I'm delighted with the step counter as I've wanted to record my steps for some time."*



# Partners that we've engaged

National & Regional Partners		Kings Park & Hackney Partners		Internal Partners
The Young Foundation	East London Foundation Trust	Kingsmead Residents Association	Clapton Park TMO	LBH Policy and Strategic Delivery
Sport England	National Association for Social Prescribing	Sanctuary Housing (Kingsmead)	Kingsmead & Mandeville Schools	LBH Sport and Physical Activity Development
London Sport	Transport For London	Cycling Club Hackney	Hackney Bumps	LBH Parks and Green Spaces
British Cycling	Living Streets/Footways	Hackney Playbus	Team Get Involved	Young Hackney
British Triathlon	Sustrans	Clapton Forest School	Leyton Orient Trust	LBH Area Regeneration
England Athletics	Walking for Health	Badu Sports	Bantu Village - Afrofit	LBH Public Health
England Netball	Ramblers Association	Active Within	Flip Your Dog For Mental Health	Local ward Cllrs
Greenwich Leisure Limited (GLL)	NHS Clinical Champions	Hackney Marsh Partnership	Daubeney Primary School	LBH Street Scene/Transport
Canal & River Trust	Swing Fitness	All Souls Church	Daubeney Fields Forever	LBH Resident Participation
Street Tag	Family Action	Hackney Play Association	Stoke Newington Cricket Club	LBH Property Services
Black Swimming Association	Go Jauntly	Hackney Marsh Adventure Playground	Adrenaline Dance	LBH Markets and Street Trading
Black Riders Association	Exercise, Movement & Dance UK	Concorde Youth Centre	Lower Clapton GP	LBH Community Safety
British Gymnastics	Sparko TV	Pedro Club	Shoreditch Trust	LBH Housing Services
Taking Shape Association	Office for Health Improvement & Disparities	Rise.365	Hackney School of Food	LBH Active Travel/Cycling Team
Dance Anytime	The Design Council	Journey Before Success	ecoACTIVE	LBH Communications

# Health partnerships

- Working with London Sport, we organised training for social prescribers and other connecting services in the borough, to increase their confidence in encouraging physical activity.
- Working with the regional NHS Clinical Champion for physical activity, we delivered a Moving Medicine presentation to GP's from across Hackney.
- We are also working with Lower Clapton Surgery to develop some targeted approaches to physical activity and wellbeing, including a healthy eating and physical activity programme for older men.
- Responded to evidence gathering for the Health and Wellbeing Strategy.
- Working with Public Health colleagues as they review their commissioning approach to physical activity. Funding from the Sport England grant will be utilised alongside this emerging work, allowing us to test different approaches in other parts of the borough from April 2022.
- We have had some engagement with the Hackney Marshes Neighbourhood and will build on this over the coming year and as the neighbourhood structures continue to develop.

# What have we been learning?

- We've known from the outset that there isn't one intervention that can be applied across a community or in a place, and we would need to stimulate dialogue and action across a range of different work streams.
- Place is a powerful context for this work.
- The systems/structural challenges are cross-cutting in relation to council services and partners. For example, housing providers and community safety teams are important in relation to the work on Active Environments.
- Barriers to being active extend beyond discussions around physical activity and have highlighted wider community development needs.
- Physical activity needs to be flexible, independent and where activities are involved, they need to be inexpensive.

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# Inclusion - sharpening our focus

The KPMT programme aims to tackle inequalities and inclusion in physical activity by enabling residents to access – and act on – the information, knowledge, resources, opportunities and support they need to live healthy lives.

This [Inclusion and Tackling Inequalities Theory of Change](#) illustrates the journey of change at the **organisational and institutional level** to help strategic actors (e.g. KPMT programme team, Council, local schools, local service providers, community organisations) understand the change that needs to happen at a systems level in order to tackle inequalities and promote inclusion. This includes the need to improve partnership working with strategic stakeholders, embedding physical activity and a focus on health inequalities across the Council's and partners activities, and adapting delivery to be inclusive by tailoring it to residents' specific needs.

**Residents** - particularly those who are typically less active and those who have long-term health conditions - are the primary stakeholder group that should experience and benefit from the change that the KPMT programme aims to create. At the same time, it is important to acknowledge that residents are not a homogenous group and will need different types of support to be more active.



# Inclusion - sharpening our focus

Working with the community and partners, KPMT is focused on achieving the following **inclusion** outcomes:

- **Increased community engagement** to understand residents' experiences and needs, especially after Covid-19
- **Deeper and wider integration** of physical activity as a strategic priority across the Council
- **Increased responsiveness** to community's needs in programme design and delivery, promoting a 'whole-person' approach to physical activity
- **Improved relationships** with strategic partners, reducing siloed working, improving trust and maintaining ongoing collaboration with a shared purpose.
- **More joined-up approach** to drive targeted investments to tackle health and physical activity inequalities
- **Physical activity and health inequalities embedded** as a long-term strategic area for the Council and in the approaches of local partners
- **Increased capacity** (by partners and Council) to deliver physical activity opportunities and promote health and wellbeing
- **Improved trust and engagement with the Council** and its opportunities

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# Active Environments - sharpening our focus

This [Active Environments Theory of Change](#) focuses on the systems change that must happen at **the organisational / institutional level** to enable active environments that support residents' physical activity, health and wellbeing.

Strategic actors, like the KPMT programme, the Council and other relevant local institutions and organisations (e.g. local schools, housing providers, community organisations), need to collaborate more effectively, so that they can work on a more joined-up way to facilitate improvements to the public realm and enable active environments.

Working in a more joined-up way includes increased cross-sector communication, strengthened relationships amongst all strategic actors and increased partnership working to embed physical activity as a strategic priority, mobilising resources to improve the capacity to promote physical activity in the ward in ways targeted to the diversity of residents' needs, particularly those less active. Creating positive feelings towards the spaces in King's Park and a sense of community ownership will support sustained use by residents.

# Active Environments - sharpening our focus

Working with the community and partners, KPMT is focused on achieving the following **active environment** outcomes:

- a. **Increased engagement with residents** on their perceptions, experiences and use of their local area, including safety and accessibility concerns, and on the co-design of active environments and spaces in the community
- b. **Increased collaboration / partnership working** (e.g. with housing providers and other Council departments) to address barriers to physical activity and improve the local public realm
- c. **Increased partnerships** and influence on wider neighbourhood and housing work
- d. **Increased provision of programming and spaces** for residents to socialise and/or be active, and to promote intergenerational relations and activities

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# Further information

- <https://hackney.gov.uk/moving-together>
- <https://www.lovehackney.uk/kings-park-moving-together-blog>
- <https://twitter.com/movetogetherkp>
- <https://www.facebook.com/MovingTogetherKP/>
- <https://www.instagram.com/movingtogetherkp/>

Contact:

Lola Akindoyin, Head of Programme

[lola.akindoyin@hackney.gov.uk](mailto:lola.akindoyin@hackney.gov.uk)

In partnership with



# People and Places

## The story of doing it differently



**We wanted to understand how working with places could address the stubborn inequalities that exist among the least active and in 2016, we invited communities from all over England to test a new way of working with us by becoming one of 12 'local delivery pilots'.**

People and Places is the story of our journey over the past four years. In it, we share the challenges and successes of implementing a new way of working and explain why we're more convinced than ever about the power of sometimes small steps to make a big difference to people's lives.



### Learning is the doing

It's no accident that the places we're working with are called pilots. Sharing key learnings is central to the pilots' work. We're learning from each other's experiences, and we're collecting learnings about system change in different locations.

#### Explore the principles that have guided our learning

- Progress moves at the speed of trust
- Stubborn on the vision, flexible on the detail
- Holding our nerve
- Bridging the empathy gap
- Say 'yes' to the mess
- Going where the energy is
- We can't solve problems with the same mindset that created them

### The practicalities of system change

We still don't have all the answers, but what we have found is that it's 'how' the work is done that unlocks progress. Common themes and learnings have emerged across the pilots and we've shared these new approaches, tips and techniques along the way. We also hope that these learnings can help others as they embark on their own change journey.

#### Learn how pilots have put these ways of working into practice

- Shared purpose
- Understanding the lived experience
- Distributed leadership
- Capacity and time to reflect
- Test and learn
- Power shift
- Having the right conversations
- Understanding the system you're trying to shape
- Start with questions, not answers

## This is the story of our work so far

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### The need for change

Our work started with the humbling realisation that despite making some great progress as an organisation, one in four adults were still missing out on the benefits of physical activity. To get a different result, we'd need to change what we were doing.

#### Take a look at how we started to explore a placed-based systems approach

### Doing things differently

We knew we wanted to do things differently but didn't know what that would look like or even what needed to change. For an organisation used to leading from the front, it was unnerving to admit that this time, we didn't have all the answers.

#### Here's what we are learning are the key agents for change

### Taking the first steps

As we began to co-design approaches with the pilots, we realised that nearly all of our tools and methods would have to be re-examined. So we started with questions and pushed aside any assumptions about what success might look like. Building and directing momentum from within communities is vital, but without the support of stakeholders it can quickly fade. Promoting distributed leadership can be a challenge, but it's one that has been essential to enabling system change.

#### Discover how our understanding of leadership has changed through this journey

### Becoming the change you want to see

We are all influenced by lots of different factors that surround us in our daily lives. All these influencing factors need to work together as a 'system' if we're going to help foster positive change. This is a big job. And we knew it would need new ways of working and new ways of demonstrating value. But we hadn't bargained on just how much of this change had to start with us.

#### See how the pilots have begun to embed physical activity across the layers of the system

### Understanding value

A key challenge of taking a systemic approach is how you understand and show that valuable change is happening. And we've come to understand that complex outcomes require a nuanced view of value and a shift away from traditional measures of progress.

#### Understand how we are starting to redefine value and the behaviours and principles that enable this

### Looking forward

Over four years of honest conversations, co-creation, personal evaluation, changing working practices and new ways of thinking, we've learnt that change isn't always easy. We've learnt that there is no single blueprint for achieving whole system change, but we are convinced that if we continue to build on the momentum of the lessons learnt through the pilots, we have a real chance to achieve lasting change and foster self-sufficiency within communities by working collaboratively with them.

There's plenty

# more journey to come

Read the full story at [sportengland.org/localdelivery](https://sportengland.org/localdelivery)



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<p><b>Health in Hackney Scrutiny Commission</b></p> <p>9<sup>th</sup> February 2022</p> <p><b>Challenges in local primary care post pandemic – discussion with Richmond Rd Medical Centre</b></p>	<p>Item No</p> <p><b>5</b></p>
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## PURPOSE

In the context of the ongoing success of Richmond Rd Medical Centre the National GP Awards the Chair has invited Dr Gopal Mehta, the lead Partner, to discuss current challenges in primary care as we emerge from the pandemic. The aim is to explore how they're overcoming these challenges and the innovative approaches they have adopted, which has won national recognition. We've also invited other stakeholders from NEL CCG, LMC, LPC and Healthwatch.

## OUTLINE

**Richmond Road Medical Centre** has been recognised as one of the top GP surgeries in the country by the national General Practice Awards 2021. The Hackney surgery was shortlisted for its dedication to improving healthcare in the *Clinical Improvement: Public Health and Prevention* category. It is the fifth year in a row that Richmond Road has appeared in the awards. Last year, the practice took home the prize for *GP Team of the Year*. It has also previously won *Practice of the Year* and been shortlisted for *Reception Team of the Year*. Attached please find two media reports on the awards.

We note that there are a number of key challenges **nationally** hitting GPs at the moment which Members would like to explore, among them:

- Diversion from Emergency Departments - how is the attempt to divert patients from A&E to 111 to GPs and Pharmacy First working locally
- Blend of Remote Access and Face-to-Face - has the mix changed permanently and how are patients responding
- Staff retention and/or staff burnout - major national issue for GPs but how is it felt locally
- Primary care staff being redeployed to vaccination programme - the impact and how long will this go on

Attending for this item will be:

**Dr Gopal Mehta**, GP Partner Richmond Rd Medical Centre and winner in National GP Awards

**Dr Vinay Patel**, Chair of City and Hackney Local Medical Committee and Partner at Stamford Hill Group Practice

**Dr Mark Rickets**, NEL CCG Clinical Chair for City and Hackney

**Kirit Shah**, Local Pharmacist and Member of Local Pharmaceutical Committee

**Malcolm Alexander**, Chair, Healthwatch Hackney

**Jon Williams**, Executive Director, Healthwatch Hackney

### **ADDITIONAL CONTEXT – Recent Healthwatch reports on GP services**

Attached and linked below, for information, are two recent key reports from Healthwatch Hackney on local GP Services. The first is a detailed review of **GP surgery websites**:

<https://www.healthwatchhackney.co.uk/wp-content/uploads/2021/11/Improving-online-information-about-GP-services-in-Hackney-saving-time-for-patients-and-surgery-staff-1.pdf>

and the other is on the issue of **ease of GP registration**, an issue we have considered in the past:

<https://www.healthwatchhackney.co.uk/wp-content/uploads/2022/01/GP-registration-in-Hackney.pdf>

### **ACTION**

The Commission is requested to give consideration to the briefings and discussion.



Some press coverage of Richmond Rd Medical Centre's wins at the National GP Awards

Story from Hackney Gazette 27 Dec 2021

## Award-winning Hackney GP gets fifth health gong

Published: 4:35 PM December 27, 2021

Richmond Road Medical Centre was recognised by the National General Practice Award last month - Credit: Richmond Road Medical Centre

A Hackney GP surgery was recognised in the National General Practice Awards last month.

Richmond Road Medical Centre were finalists in the Clinical Improvement Award: Public Health and Prevention award.

The centre has now been recognised in the annual awards for the fifth year running. They recognise excellence in general practice and primary care in UK communities.

Practice partner GP Dr Gopal Mehta praised his team's "many achievements" amid rising pressures and demands on the NHS this winter and throughout the pandemic.

He said: "I am so thrilled for our team and exceptionally proud that we have yet again been chosen from among hundreds of hard-working practices across the country.

"The entire team have worked exceptionally hard to transform the practice into a centre of innovation, access and opportunity, with patient needs at the forefront."

The practice recently held a Peppa Pig themed flu jab clinic to encourage uptake in children.

The award saw the practice praised for its work improving healthcare in the local area, raising awareness, encouraging engagement and ensuring the wellbeing of the local population.

It recognises its various projects and schemes including a programme supporting expectant parents which provides antenatal and postnatal

classes, personalised care packages for parents and free school meals.

The centre hosts [free online yoga sessions to encourage physical and mental wellbeing](#) and walking clubs. It also launched a cervical smear campaign to increase uptake of screenings.

The awards recognised the practice for its innovative projects and schemes - Credit: Richmond Road Medical Centre

Last year, the practice staff won the [GP Team of the Year 2020](#) award and in 2019, the surgery's administration team was named a finalist in the Reception Team of the Year award.

Other imaginative initiatives launched by the practice include a [Peppa Pig flu](#) clinic which encouraged children to get flu vaccinations

Dr Mehta said: "It's been an exceptionally difficult few years for so many of our patients at Richmond Road, including families and their young children who have struggled emotionally, physically, mentally and financially."

Richmond Road Medical Centre staff dressed up for the award's ceremony held last month - Credit: Richmond Road Medical Centre

The practice partnership also runs the Aldersbrook Medical Centre in Wanstead and the Sandringham Practice in Dalston.

\*\*\*\*\*

Story from Hackney Citizen 19 Jan 2021

# Staff at Hackney doctors' surgery named 'GP Team of the Year'

By [Hackney Citizen](#) | Tuesday 19 January 2021 at 17:14



The Richmond Road family. Photograph: courtesy Richmond Road Medical Centre

Staff at Richmond Road Medical Centre have won 'GP Team of the Year' at the highly regarded National General Practice Awards 2020 – a stunning achievement considering the country is in the midst of one of the worst healthcare crises in its history.

It is the fourth year in a row that the surgery has featured at the awards, which celebrate excellence in healthcare.

In 2019, it was a finalist in the 'Reception Team of the Year' category; the year before, practice partner Dr Gopal Mehta was highly commended in the 'GP of the Year' prize; and in 2017, Richmond Road saw off hundreds of competitors to win 'Practice of the Year'.

Dr Mehta, who works alongside fellow partners Dr Tibrewal and Dr Sarika, paid tribute to the team's many achievements in the face of the intense pressures brought on by the pandemic.

He said: "I am delighted for our team and exceptionally proud that we have been chosen from among hundreds of hard-working practices across the country. Richmond Road Medical Centre has completely transformed into a centre of innovation, access and opportunity, with patient needs at the forefront.

"Our team's true commitment to the delivery of high-quality patient care means we strive to provide a first-class service to our patients, which is welcoming, caring, efficient and safe. It has also ensured that we have achieved health outcomes at the highest levels, both locally and nationally.

"With the incredible pressures faced by the NHS as we battle the pandemic alongside the regular demands on local healthcare services, it's not easy being on the frontline."



The team picks up its 2017 prize at the Royal Lancaster hotel.  
Photograph: Richmond Road Medical Centre

To improve access for patients, Richmond Road has pioneered a model that allows people to see or speak to a GP within 24 hours of making contact for a routine appointment, as well as championing working hours of 8am to 8pm on top of weekend openings.

The practice is one of the highest performing in the country when it comes to care for people with long-term health conditions such as heart disease and diabetes, while its Patient Online campaign has seen 90 per cent of patients sign up for online services, putting it in the top 10 nationally for digital registrations.

And despite the pandemic, the team has continued its innovative work in mental health and wellbeing services. Their annual 'Healthy Mind Event' drew more than 60 exhibitors and 500 patients in 2019, and with lockdown restrictions in place last year, the practice moved the services online, offering free in-house mindfulness and yoga sessions, alongside virtual Wellness Retreats which have attract more than 100 people every time. These sessions have now started up again, and run every Tuesday and Thursday.

Richmond Road's reception manager Sham Aziz said: "I absolutely love working here at Richmond Road Medical Centre. While it can at times be very busy, everyone has a real passion for the work they do. We all aim for the best outcomes for our patients.

"We are often referred to the as the 'Richmond Road Family', and this is exactly how we all function, working together to achieve the best together. We are all really touched by this recognition, thank you!"

*For more information on the practice's free online wellbeing classes, follow Richmond Road on [Twitter](#), [Facebook](#) and [Instagram](#)*

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**healthwatch**  
Hackney

# *Review of Hackney GP surgery websites*

*October 2021*

*Improving online  
information about GP  
services - saving time  
for patients and  
surgery staff*

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# Introduction

Mission of Healthwatch Hackney ... - Hackney's health and care watchdog

Our aim is to ensure that health and social care is accessible to everyone in the borough. We make recommendations to improve health and social care provision along with ensuring that the services within Hackney maintain high quality standards and meet the needs of the community.

Hackney's GPs websites are an important tool for patients to find up to date and accurate healthcare advice and information instantly, without having to phone or go into the practice.

Access to information about services has been of particular importance over the last 18 months. Face to face access to practices was limited during the pandemic, service delivery was changing, and GP services were under enormous pressure.

To assess information about GP services and to make recommendations on how each GP practice can improve its website to best meet the healthcare needs of Hackney residents, Healthwatch Hackney reviewed the websites of the borough's GPs. The review took place between June and July 2021. This was a repeat of the review done in February 2020. Please click [here](#) to download the 2020 report.

Overall, with the recommendations for website improvements sent to GP practices, we hope to increase the accessibility of practice information and improve patient relations with these practices.

Our review confirmed that all Hackney's GP practice websites currently provide a range of information about GP extended access, health information, clinics and services and other information. Practices have invested thought and effort into putting a range of information about services online in an accessible and clear way, with up to date and useful information.

This review exercise provided an opportunity for Healthwatch Hackney to make recommendations to further improve websites. Improvements would mean that patients can benefit from easy to find, clearly presented, up-to-date information, leading to fewer phone calls and in-person enquires to save already stretched practice staff time and effort.

We would like to thank all the GP practice managers for their time, effort and commitment to improving the quality of information on their websites. The COVID-19 pandemic has created new burdens on GP practices and underlined the importance of publishing information on websites clearly and accessibly, as contact by phone and in person was restricted.

# Our aim

The 2021 review of Hackney's GP websites helped us to review the extent to which the recommendations that made in our 2020 report had been adopted.

We wanted to ensure that all patients, no matter which GP practice they were registered with, had access key information. This includes:

- New patient registration process
- Complaints policy and procedure
- Option for general feedback
- Access to Patient Participation Groups, (the forum for dialogue between patients and GP service providers)
- Digital access to services such as online consultation, booking online appointments, ordering repeat prescription online
- Out of hours information

## Good practice

Keeping GP practice websites up-to-date and easy to use is a crucial aspect of patient-service interaction. Good practice for websites including GP websites, include:

- Having accessibility tools, such as screen readers and zoom features for the visually impaired, and language translation to assist Hackney's diverse population
- Easy to navigate websites with search engine/ functions
- Placing important patient-led information on the homepage for easy access
- Providing contact details of general practitioners and practice managers

We contacted GP practice managers with recommended changes or additions to their websites. The response was very positive, and we expect to see updates to their websites over the coming months.

# Methodology

## Collecting the data

The research was carried out between June and July 2021.

A set of criteria were identified according to feedback and requests we have received from Hackney residents about access to online information.

An online data collection sheet was used for all website reviews to ensure as much consistency as possible in the way information was recorded.

Thirty-eight GP practice websites were reviewed (listed overleaf). One practice did not have a dedicated website and information was available as part of another website.

Data collected was reviewed and analysed. This was used to generate a set of recommendations to improve patients' experience of their website, which were sent to the practice managers of the GP surgeries by email on 6<sup>th</sup> of August 2021. Practice managers were asked to respond within 7 days of the receipt of the letter. These emails also highlighted good practice.

Healthwatch Hackney recognises the pressure practices were under because of the pandemic, and therefore extended the initial deadline and engaged with practice managers over the time scale needed to implement changes.

## Criteria reviewed for each GP practice website:

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### General

- Out of hours information
- Information on getting extended consultation
- Information on requesting an interpreter
- Information on registering as new patient
- Search bar access

### Accessibility

- Translate and/or language options
- Zoom feature
- Screen reader compatibility
- Easy to access via mobile
- Full website available via mobile
- Basic reading level using plan English

### Patient Participation Group (PPG)

- Information on what a PPG is and who is involved
- Information on how to join the PPG
- Up to date information about meeting dates and times
- Availability of meeting minutes

### Complaints

- Complaints policy and procedure
- Easy to make complaints
- Option for general feedback

### Digital offering

- Can you book appointments online?
- Can you order repeat prescription online?
- Can you have online GP consultation?

### Duty Doctor

- Information on how to access the service

### Social prescribing

- Information on what social prescribing is
- Information on how access the service

# GP practice websites reviewed divided in the 8 Neighbourhoods in the City and Hackney.

Neighbourhoods have been created to help provide the right care for local residents, that is as close to home as possible. It enables GP practices to join up with hospital, community, mental health, social and voluntary services to improve residents' health and wellbeing.

For more information about Neighbourhoods contact Sabrina Jantuah by emailing [sabrina@healthwatchhackney.co.uk](mailto:sabrina@healthwatchhackney.co.uk)

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## ❖ Springfield Park Neighbourhood

- ❖ [Cranwich Road Surgery](#)
- ❖ [Stamford Hill Group Practice](#)
- ❖ [Spring Hill Practice](#)

## ❖ Hackney Downs Neighbourhood

- ❖ [The Clapton Surgery](#)
- ❖ [The Elm Practice](#)
- ❖ [The Gadhvi Practice](#)
- ❖ [Healy Medical Centre](#)
- ❖ [Nightingale Practice](#)
- ❖ [The Riverside Practice](#)
- ❖ [Rosewood Practice](#)

## ❖ Hackney Marshes Neighbourhood

- ❖ [Athena Medical Centre](#)
- ❖ [Kingsmead Healthcare](#)
- ❖ [Latimer Health](#)
- ❖ [The Lea Surgery](#)
- ❖ [Lower Clapton Group Practice](#)

## ❖ Well Street Common Neighbourhood

- ❖ [Elsdale Street Surgery](#)
- ❖ [The Greenhouse Surgery](#)
- ❖ [Trowbridge Practice](#)
- ❖ [Well Street Surgery](#)
- ❖ [The Wick Health Centre](#)

## ❖ London Fields Neighbourhood

- ❖ [Beechwood Medical Centre](#)
- ❖ [The Dalston Practice](#)
- ❖ [London Fields Medical Centre](#)
- ❖ [Queensbridge Group Practice](#)
- ❖ [Richmond Road Medical Centre](#)
- ❖ [Sandringham Practice](#)

## ❖ Clissold Park Neighbourhood

- ❖ [Barrett's Grove Surgery](#)
- ❖ [Barton House Health Centre](#)
- ❖ [Brooke Road Surgery](#)
- ❖ [Somersford Grove Practice](#)

## ❖ Woodberry Wetlands Neighbourhood

- ❖ [Allerton Road Medical Centre](#)
- ❖ [The Cedar Practice](#)
- ❖ [The Heron Practice](#)
- ❖ [The Statham Grove Surgery](#)

## ❖ Shoreditch Park & The City Neighbourhood

- ❖ [De Beauvoir Surgery](#)
- ❖ [The Hoxton Surgery](#)
- ❖ [Shoreditch Park Surgery](#)
- ❖ [The Lawson Practice](#)
- ❖ [Southgate Road Surgery](#)

# Key findings

During the review we identified several common findings across all GP practice websites.

There were nine areas of information that were absent or hard to find from the majority of the GP websites.

- **Information on extended consultations.** Only 3 out of the 38 practices reviewed provided information about the option to have an extended consultation. This includes and how and when patients can book double appointments to have an extended consultation. This information is needed in order to accommodate the needs of patients with learning disabilities, and communication issues, as well as patients with complex needs.
- **Information on how to request an interpreter.** The majority of GP practices (30 out of 38) did not promote information about the right to have an interpreter. Some Hackney residents have little or no English making it difficult for them to explain their symptoms and understand essential information about issues such as medication. Relying on friends and family is often not appropriate for reason of confidentiality as well as an ability to correctly translate complex medical terminology.
- **New patient registration.** Despite our report on [GP registration](#) published in May 2021 and the letter from the Clinical Commissioning Group sent to all GP practices in Hackney, 17 out of 38 practices reviewed were still requesting proof of ID and/or address as a requirement to prove eligibility to register as a patient. The NHS guidance is clear that 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.
- **Information on how to complain.** Just over half of all practices (19 out of 38) do not provide information about their complaints policy, or the information was hard to find.
- **Difficulty making official complaints.** Many of the GP websites did not provide an online form which patients can use to file an official complaint. Providing an online form makes filing complaints easier and more confidential for patients.
- **Patient Participation Group.** The Patient Participation Group is a group of patients, carers and GP practice staff who meet to discuss practice issues and patient experience to improve the service. None of the practices reviewed were promoting meeting dates or providing up to date minutes from previous meetings. This information is important for patients who want to get involved further, have their say or know more about how their practice is run.
- **Social prescribing.** Social prescribing is a way for local agencies to refer people to a link worker. Most practices (25 out of 38) had no information about social prescribing. Three practices provided clear information about services and ten others had the service listed among other services, so further information was needed.
- Most practices were offering **full online access to services** such as online patient registration, online consultations, and requests for repeat prescriptions.
- All practices promote information about **out of hours services**. Some refer to the NHS 111 number, while some highlighted extended opening hours at the practice.

# Recommendations and responses

This section lists the recommendations made to each practice and their respective response back to Healthwatch Hackney.

We received very positive feedback from managers who found our review and recommendations useful and beneficial. We are very grateful to see that most practices took immediate action to implement most or some of our recommendations.

- Seven practices implemented all of our recommendations
- 24 practices implemented most or some of our recommendations
- 4 practices were working on new websites and provided us with a deadline for implementing our recommendation in the new site
- 4 practices did not respond to any of recommendations

Examples of changes made by individual GP practices following our review:

- **Twelve** additional practices have added the following message to their new patient registration information, to ensure that any Hackney resident is given the right to access primary care services regardless of their background and immigration status.  
“We may ask to see proof of ID and/or address in order to ensure we register you with the correct details - however, we will always register you even if you do not have these documents”.
- **Thirteen** additional practices adopted complaint policies which were currently not available on their websites
- **Twenty** additional practices are now promoting information about their Complaints Officer, [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#) - the Independent Health and Care Advocacy Service for Hackney, [Healthwatch Hackney](#) Hackney’s health and care watchdog and [Hackney’s Health and Social Care Complaints Charter](#).
- Information on how to request an interpreting services is now easily available on **twenty** additional practice websites.
- Information about extended consultation/ double appointments is now easily available on **seventeen** additional practice websites.
- **Thirteen** additional practices are now promoting previous meeting minutes and future meeting dates for their Patient Participation Group
- **Twenty-four** additional practices are now promoting the information on Social prescribing service. The lead provider of the service, Family Action, provided us with clear description of the service which we forwarded to all GP practices in Hackney.



Allerton Road Medical Centre/ Woodberry Wetlands Neighbourhood/ PCN	Practice's response
<ol style="list-style-type: none"> <li>1. Information about extended consultation should be available under Our Appointment system page</li> <li>2. Information about requesting an interpreter to be available under Our Appointment system page.</li> <li>3. Registration in person (hard copy new patient registration form) should be promoted.</li> <li>4. Complaints policy should provide clear information about who is the Complaints Officer and information about <a href="#">NHS England</a>, <a href="#">Parliamentary and Health Service Ombudsman</a>, <a href="#">The Advocacy Project</a>, <a href="#">Healthwatch Hackney</a> and <a href="#">Hackney's Health and Social Care Complaints Charter</a>.</li> <li>5. Online complaints form to be considered for better accessibility and included in How do I... page with link to the Complaints policy.</li> <li>6. Patient Participation Group: Future dates and up to date meeting minutes to be promoted.</li> <li>7. Social Prescribing: Further information with links to be made available under Clinics and Services page.</li> </ol>	<ol style="list-style-type: none"> <li>1. Implemented.</li> <li>2. Implemented.</li> <li>3. Implemented.</li> <li>4. Partially implemented, clear information about Healthwatch Hackney and Hackney's Health and Care Complaints Charter still missing.</li> <li>5. Implemented.</li> <li>6. Yet to be implemented.</li> <li>7. Implemented.</li> </ol>

Athena Medical Centre/ Hackney Marshes Neighbourhood/ PCN	Practice's response
<ol style="list-style-type: none"> <li>1. Information about extended consultation should be available under Appointments page.</li> <li>2. Information about requesting an interpreter to be available under Appointments page.</li> <li>3. Search bar feature to be considered for better navigation through the website.</li> <li>4. Complaints Policy should provide information about <a href="#">NHS England</a>, <a href="#">Parliamentary and Health Service Ombudsman</a>, <a href="#">The Advocacy Project</a>, <a href="#">Healthwatch Hackney</a> and <a href="#">Hackney's Health and Social Care Complaints Charter</a>.</li> <li>5. Link to the Complaints Procedure to be made available under Practice Policies/ Complaints for quicker navigation.</li> <li>6. The online complaints form to be reviewed.</li> <li>7. Patient Participation Group: Future dates and up to date meeting minutes to be promoted.</li> <li>8. Social Prescribing: - Further information with links to be made available under Clinics and Services page.</li> </ol>	<p><i>"We are planning a full re design of our website which should be ready in October. I appreciate the review which is most helpful, and we will aim to incorporate all the suggested changes."</i></p>

Barretts Grove Surgery/ Clissold Park Neighbourhood/ PCN

Practice's response

1. Information about extended consultation should be available under Appointments page.
2. Information about requesting an interpreter to be available under Appointments page.
3. Patient registration form should be reviewed. New patient registration still implies that proof of ID and address is a requirement.
4. Search bar feature to be considered for better navigation through the website.
5. Complaints and general feedback- The Patient Guide should provide information about [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#).
6. Online complaints form to be considered and included in Have your Say page with link to the Complaints Policy/ Patient Guide for easier navigation.
7. Online feedback form to be considered moving under Have your Say page.
8. Patient Participation Group - Future dates and up to date meeting minutes to be promoted.
9. Social Prescribing - Information about the service to be made available under Clinics and Services.

1. Implemented.
2. Implementation not seen.
3. Implemented.
4. Implemented.
5. Complaint policy under review. Partial implementation in place.
6. Implementation not seen.
7. Implemented.
8. Implementation not seen.
9. Implemented.

Note: New tabs will be added around Self help guidance and Learning Disabilities information

*“Thank you for taking the time to help me always useful .”*

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Barton House Group Practice/ Clissold Park Neighbourhood/ PCN

Practice's response

1. Information about extended consultation should be available under Appointments page.
2. Information about requesting an interpreter to be available under Appointments page.
3. New patients online registration form for to be considered. Consider using the <https://eastlondonregistergp.nhs.uk>.
4. Complaints policy should provide information about [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#).
5. Patient Participation Group - Future dates and up to date meeting minutes to be promoted.
6. Social Prescribing - - Information about the service to be made available under Clinics and Services.

1. Implementation not seen, to be considered in the new website.
2. Implemented.
3. Implemented.
4. Implemented.
5. Implementation not seen, to be considered in the new website.
6. Implemented.

*“Barton House is in the process of changing the Practice website. We are currently setting up the new website and hopeful it will be up and running by September. As a result, we may not be adding new information to the current website as it will soon be shut down. Once the new website is up and running, we will update it with the information you sent.”*



Beechwood Medical Centre/ London Fields Neighbourhood/ PCN

Practice's response

1. Information about extended consultation should be available under Appointments page.
2. Information about requesting an interpreter to be available under Appointments page.
3. New patient online registration form to be considered. Consider using the <https://eastlondonregistergp.nhs.uk>.
4. The new patient registration document to be also made available in Word format for easier completion. Currently, PDF form for new patients is the only option.
5. Complaints Policy should be made available providing clear information of who is the Complaints officer, [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#).
6. Patient Participation Group:- Future dates and up to date meeting minutes to be promoted.
7. Social Prescribing: Information about the service to be made available under Services.

1. Implemented.
2. Implemented.
3. Implemented.
4. Implemented.
5. Implemented.
6. Implemented.
7. Implemented.

*“Thank you for your feedback, which is always appreciated and well-received. We can confirm that the practice website has been updated to reflect recommendations.”*

Brooke road surgery/ Clissold Park Neighbourhood/ PCN

Practice's response

1. Information about extended consultation should be available under Appointments page.
2. Information about requesting an interpreter to be available under Appointments page.
3. Patient registration form to be reviewed. New patient registration still implies that proof of ID and address is a requirement.
4. Online New patient registration form to be considered. Consider using the <https://eastlondonregistergp.nhs.uk>
5. The New patient registration form to be also made available in Word format for easier completion.
6. Search bar feature to be considered for better navigation through the website.
7. Text translation feature to be considered to support non-English speakers.
8. Complaints page should provide information about [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#).
9. Online complaint form to be considered. Currently PDF is shown as the only option.
10. Online general feedback form to be considered.
11. Patient Participation Group: Online application form to be considered.
- b) Future dates and up to date meeting minutes to be promoted.
12. Social Prescribing: Information about the service to be made available under Special Services.

*“Thank you for your review. We have begun discussions with our website designer about potential updates and will incorporate your suggestions. Given further pandemic related changes, we also need to make a number of other updates and so it is likely that the final version, with your suggestions, may not be ready for another 8-12 weeks.”*

De Beauvoir Surgery/ Shoreditch Park & City Neighbourhood/ PCN

Practice's response

1. Information about extended consultation should be available under **Appointments**.
2. Information about requesting an interpreter to be available under **Appointments**.
3. Patient registration form to be reviewed.  
New patient registration still implies that proof of ID and address is a requirement to prove eligibility.
4. The Patient Guide to be updated with contact details about [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#).
5. The Patient Guide to be linked to the **Practice policy / Complaints** page.
6. Online complaints form to be considered and linked to the **Patient Guide** for better accessibility.
7. Online general feedback form to be considered and included in **Contact us** page or on the footer.
8. Patient Participation Group: Future dates and up to date meeting minutes to be promoted.
9. Social Prescribing:- Information about the service to be made available under Clinics and Services.

1. Implementation not seen.
2. Implemented.
3. Implemented.
4. Implementation not seen.
5. Implementation not seen.
6. Implementation not seen.
7. Implementation not seen.
8. Implementation not seen.
9. Implemented.

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Elsdale Street Clinic/ Well Street Common Neighbourhood/ PCN

Practice's response

1. Information about extended consultation should be added under **Book a GP appointment** page.
2. Information about requesting an interpreter to be added under **Book a GP appointment** page.
3. Information about booking a GP appointment should be reviewed. Current information on the **Book a GP appointment** states: *All our GP appointments are booked by completing an **Engage Consult**.* Other ways of booking an appointment such as calling in or walking in should be promote to ensure better accessibility.
4. Complaints Policy should be made available providing information about the Complaints Officer, [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#).
5. Participation Group: Future dates and up to date meeting minutes to be promoted.
6. Social Prescribing: Information on the service to be made available under **Our Services** page.

1. Implementation not seen.
2. Implementation not seen.
3. Implementation not seen.
4. Implementation not seen.
5. Implementation not seen.
6. Implemented.

*"Thank you for your email and this report is very helpful."*

<ol style="list-style-type: none"> <li>1. Information about extended consultation should be available under Appointments page.</li> <li>2. Information about requesting an interpreter to be available under Appointments page.</li> <li>3. Patient registration form should be reviewed. New patient registration still implies that proof of ID and address is a requirement to prove eligibility.</li> <li>4. Complaints Policy should be reviewed and the text simplified.</li> <li>5. Complaints Policy should be made available providing information about the Complaints Officer, <a href="#">NHS England</a>, <a href="#">Parliamentary and Health Service Ombudsman</a>, <a href="#">The Advocacy Project</a>, <a href="#">Healthwatch Hackney</a> and <a href="#">Hackney's Health and Social Care Complaints Charter</a>.</li> <li>6. Online complaints form to be considered and included in Have your Say page with link to the Complaints Policy.</li> <li>7. General feedback form to be considered including in Have your say page. We would recommend that the form includes contact details for Healthwatch Hackney.</li> <li>8. Patient Participation Group: Future dates and up to date meeting minutes to be promoted.</li> <li>9. Social Prescribing: Information about the service to be made available under Clinics and Services.</li> </ol>	<p><i>“Multiple Appointments: If you want an appointment for more than one person, please tell the receptionist when booking the appointment so that you are given enough time with the doctor.”</i></p> <ol style="list-style-type: none"> <li>2. Implemented.</li> <li>3. Implemented.</li> <li>4. Implemented.</li> <li>5. Implemented.</li> <li>6. <i>“We have a complaint sections and don't wish to add any extra link to encourage complaints. Things are dealt with it on the day. Our patients are very close to the surgery and most complaints are dealt face to face or on telephone. Rest are e-mailed and we are happy to stick to that for time being.”</i></li> <li>7. <i>“We have care opinion on the web page and that is enough for the patient feedback as contract is being renewed.”</i></li> <li>8. Implementation not seen. <i>“We will not be taking this recommendation on board but thank you for suggesting.”</i></li> <li>9. <i>“All other additional service as well as social prescribing are listed. With PCN the roles are increasing with similar benefit. Every practitioner will need a description not just a social prescriber if we were to add that. We will probably add a brief description once we get the description from the practitioners themselves.”</i></li> </ol> <p><i>“Once again thank you for reviewing our website and prompting changes and recommendations. I really do appreciate the work you do and feedback. It's been beneficial so Thank you.”</i></p>
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Healy Medical Centre/ Hackney Downs Neighbourhood/PCN

Practice's response

1. Information about extended consultation should be available under **Appointments** page.
2. Information about requesting an interpreter to be available under **Appointments** page.
3. Patient registration process to be reviewed. Current message in the new patient registration page can be confusing.
4. Search bar to be considered for better navigation through the website.
5. Complaints Policy should be made available providing information about the Complaints Officer, [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#).
6. Online complaints form to be considered providing link to the Complaint Policy for better accessibility and included in **Have your Say** page.
7. **Comments and Suggestions** form to be considered under **Have your Say** page for better navigation. We suggest that the form also includes contact details for Healthwatch Hackney.
8. Patient Participation Group: Future dates and up to date meeting minutes to be promoted.
9. Social Prescribing: Information on the service to be made available under Clinics and Services.

1. Implementation not seen.
2. Implemented.
3. Implemented.
4. Implemented.
5. Implemented.
6. Not implemented, wait for the new website.
7. Not implemented, wait for the new website.
8. *"This is to be confirmed as the surgery main priority was the Vaccination Campaign as we had to cancel our PPG date from February. Once we confirm the date, the website will be upgraded."*
9. Implemented.

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Kingsmead Healthcare/ Hackney Marshes Neighbourhood/ PCN

Practice's response

1. Information about extended consultation should be available under **Appointments** page.
2. Information about requesting an interpreter should be available under **Appointments** page.
3. Patient registration form to be reviewed. New patient registration still implies that proof of ID and address is a requirement to prove eligibility.
4. Online services not well promoted. No clear information on how to access the online services
5. Complaints Policy should be made available providing information about the Complaints Officer, [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#).
6. Online complaints form to be considered included in **Have your Say** page providing link to the Complaints policy for better accessibility.
7. The general feedback form to be considered under **Have your Say** page for better navigation
8. Patient Participation Group: Future dates and up to date meeting minutes to be promoted.
9. Social Prescribing: Information on the service to be made available under **Your Health** page.

1. Implementation not seen.
2. Implemented.
3. Implemented.
4. Added under appointments. Due to limitations no more extra pages can be added as at full capacity already.
5. Implemented.
6. Implementation not seen.
7. Implementation not seen.
8. Implemented.
9. Partially implemented.

Latimer Health Centre/ Hackney Marshes Neighbourhood/ PCN

Practice's response

1. Information about extended consultation should be available under **Appointments** page.
2. Information about requesting an interpreter should be available under **Appointments** page.
3. Patient registration process to be reviewed. New patient registration still implies that proof of ID and address is a requirement to prove eligibility.
4. Complaints Policy should be made available providing information about the Complaints Officer, [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#)
5. Online complaints form to be considered providing link to the Complaints policy for better accessibility and included in **Have your Say** page.
6. Patient Participation Group: Future dates and up to date meeting minutes to be promoted.
7. Social Prescribing: Information on the service to be made available under **Services** page.

1. Implemented.
2. Implemented.
3. Implementation not seen.
4. Implementation not seen.
5. Implementation not seen.
6. Implementation not seen.
7. Available under Appointments.

*“Thank you for your e mail.  
We have done what we can do. Rest we will have to wait for the practice manager to come back in 6 months from Maternity leave.”*

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London Fields Medical Centre/ London Fields Neighbourhood/ PCN

1. Information about extended consultation should be available under **Appointments** page.
2. Information about requesting an interpreter to be reviewed.  
Currently requesting interpreter is limited to Turkish, Vietnamese and Chinese.
3. Patient registration process to be reviewed.  
New patient registration still implies that proof of ID and address is a requirement to prove eligibility.
4. Text translation feature to be considered to support non-English speakers.
5. Search bar feature to be considered for better navigation through the website.
6. Complaints Policy should be made available providing information about the Complaints Officer, [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#).
7. Online complaints form to be considered.
8. General feedback and suggestions form should be also made available under **General info or Contact us** pages.
9. Patient Participation Group: Future dates and up to date meeting minutes to be promoted
10. Social Prescribing: Further information with links to be made available under **Clinics and Services** page.

Reminders sent on 20/08/21 and 14/09/2021  
None of the recommendations have been implemented as of a review on 14 September 2021.

Lower Clapton Group Practice/ Hackney Marshes Neighbourhood/ PCN00	Practice's response
<ol style="list-style-type: none"> <li>1. Complaints Policy to be updated with information about the <a href="#">Parliamentary and Health Service Ombudsman, The Advocacy Project</a> - the Independent Health and Care Advocacy Services for Hackney and <a href="#">Healthwatch Hackney</a> - Hackney's health and care watchdog and <a href="#">Hackney's Health and Social Care Complaints Charter</a>.</li> <li>2. Patient Participation Group: Future dates and up to date meeting minutes to be promoted.</li> <li>3. Social Prescribing: Further information with links to be made available under <b>Clinics and Services</b> page.</li> </ol>	<ol style="list-style-type: none"> <li>1. Implemented.</li> <li>2. Implemented.</li> <li>3. Implemented.</li> </ol> <p><i>"Thank you for the Healthwatch Hackney GP website review report you sent through to me with recommendations for improvement."</i></p>
Queensbridge Group Practice/ London Fields Neighbourhood/ PCN	Practice's response
<ol style="list-style-type: none"> <li>1. Information about extended consultation should be available under Appointments.</li> <li>2. Information about requesting an interpreter should be available under Appointments.</li> <li>3. Complaints policy to be updated with information about <a href="#">NHS England</a>, <a href="#">Parliamentary and Health Service Ombudsman, The Advocacy Project</a>, <a href="#">Healthwatch Hackney</a> and <a href="#">Hackney's Health and Social Care Complaints Charter</a></li> <li>4. Patient Participation Group <ol style="list-style-type: none"> <li>a) The location of the information to be reviewed and considered included in the Home page. Currently it can only to be found using the search bar.</li> <li>b) Clear information about the purpose of the Patient Participation Group to be made available.</li> <li>c) Online application form to be reviewed. Currently the link to the application form is not working,</li> <li>d) Future dates and up to date meeting minutes to be promoted</li> </ol> </li> <li>5. Social Prescribing: Further information with links to be made available under Clinics and Services page</li> </ol>	<p>Last recommendation sent on 14<sup>th</sup> of September. No response received. None of the recommendations have been implemented.</p>
Richmond Road Medical Centre/ London Fields Neighbourhood/ PCN	Practice's response
<ol style="list-style-type: none"> <li>1. Information about extended consultation should be available under Appointments page.</li> <li>2. Information about requesting an interpreter to be available under Appointments page.</li> <li>3. Search bar to be considered for better navigation through the website.</li> <li>4. Complaints policy should be made available providing clear information of who is the Complaint officer. Very brief information under Practice policies.</li> <li>5. Complaints policy should provide information about <a href="#">NHS England</a>, <a href="#">Parliamentary and Health Service Ombudsman, The Advocacy Project</a>, <a href="#">Healthwatch Hackney</a> and <a href="#">Hackney's Health and Social Care Complaints Charter</a></li> <li>6. Online complaint form to considered under the Have your say page.</li> <li>7. Patient Participation Group <ol style="list-style-type: none"> <li>a) Information from Have your say page and the Patient Participation Group information on the footer to be updated ensuring consistency of information.</li> <li>b) Future dates and up to date meeting minutes to be promoted</li> </ol> </li> <li>8. Social Prescribing: Further information with links to be made available under Clinics and Services page</li> </ol>	<ol style="list-style-type: none"> <li>1. Implemented.</li> <li>2. Implemented.</li> <li>3. Implementation not seen.</li> <li>4. Guidance leaflet available.</li> <li>5. Implemented.</li> <li>6. Implemented.</li> <li>7. Patient Participation Group <ol style="list-style-type: none"> <li>a) Implementation not seen.</li> <li>b) Next meeting date available, however previous meeting minutes were not found.</li> </ol> </li> <li>8. Implemented.</li> </ol>

### Rosewood Practice/ Hackney Downs Neighbourhood/ PCN

### Practice's response

1. Information about extended consultation should be available under Appointments.
2. Information about requesting an interpreter to be available under Appointments.
3. Search bar feature to be considered for better navigation through the website.
4. Complaints Policy should be made available providing information about the Complaints officer, [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#).
5. Online complaints form to be considered.
6. Patient Participation Group: Future dates and up to date meeting minutes to be promoted.

1. Implemented.
2. Implemented.
3. In discussion with the website provider. HWH to support the communication.
4. Implemented.
5. Implemented.
6. Implemented.

### Sandringham Practice/ London Fields Neighbourhood/ PCN

1. Information about extended consultation should be available under Appointments.
2. Information about requesting an interpreter to be available under Appointments.
3. Patient registration process to be reviewed. New patient registration still implies that proof of ID and address is a requirement to prove eligibility.
4. Complaints Policy should be made available providing information about the Complaints Officer, [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#).
5. Online complaints form to be considered under Have your say providing link to the Complaints Policy.
6. General feedback form to be considered under Have your say page.
7. Patient Participation Group - Future dates and up to date meeting minutes to be promoted.
8. Social Prescribing -Information on the service to be made available under Clinics and Services.

1. Implemented.
2. Implemented.
3. Implemented.
4. No clear policy is available; however the Practice Policies/ Complaints page is updated with the suggested information.
5. In discussion with the web designer.
6. In discussion with the web designer.
7. Implementation not seen.
8. Implemented.

*"We have updated our website as you suggested in your email."*

Shoreditch Park Surgery/ Shoreditch Park & City Neighbourhood/ PCN	Practice's response
<p>1. Information about extended consultation should be available under Appointments.</p> <p>2. Information about requesting an interpreter to be available under Appointments.</p> <p>3. Patient registration form should be reviewed. New patient registration still implies that proof of ID and address is a requirement to prove eligibility.</p> <p>4. In person registration (hard copy of new patient registration form) should be offered. Current information implies that registration can only happen online.</p> <p>5. Complaints Policy should be made available providing information about the Complaints Officer, <a href="#">NHS England</a>, <a href="#">Parliamentary and Health Service Ombudsman</a>, <a href="#">The Advocacy Project</a>, <a href="#">Healthwatch Hackney</a> and <a href="#">Hackney's Health and Social Care Complaints Charter</a>.</p> <p>6. Online complaint form to be considered and included in How do I... page for better navigation.</p> <p>7. Suggestions and Complaints could be added to the How do I... page for better navigation.</p> <p>8. Patient Participation Group - Future dates and up to date meeting minutes to be promoted.</p> <p>9. Social Prescribing: Information on the service to be made available under Clinics and Services.</p>	<p>1. Implemented.</p> <p>2. Implemented.</p> <p>3. Implemented.</p> <p>4. Implemented.</p> <p>5. Implemented.</p> <p>6. Implemented.</p> <p>7. Implemented.</p> <p>8. Not implemented. <i>“Due to the pandemic we had to suspend the PPG meetings . Unfortunately, the members that we previously had have either moved away, passed away or no longer wish to participate so virtual meetings was not possible.”</i></p> <p>9. Implemented, under Self-care page.</p>

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Somersford Grove Practice/ Clissold Park Neighbourhood/ PCN	Practice's response
<p>1. Information about extended consultation should be available under Appointments page.</p> <p>2. Information about requesting an interpreter to be available under Appointments page.</p> <p>3. Fact sheets for Non-English speakers to be reviewed. None of the links are currently working.</p> <p>4. Complaints Policy should be made available providing information about the Complaints Officer, <a href="#">NHS England</a>, <a href="#">Parliamentary and Health Service Ombudsman</a>, <a href="#">The Advocacy Project</a>, <a href="#">Healthwatch Hackney</a> and <a href="#">Hackney's Health and Social Care Complaints Charter</a> There is some information on how to complain, however, we recommend a full Complaints Policy is made available.</p> <p>5. Patient Participation Group: Future dates and up to date meeting minutes to be promoted.</p>	<p>1. Implemented.</p> <p>2. Implemented.</p> <p>3. Implemented.</p> <p>4. Implemented.</p> <p>5. Implemented.</p>



Southgate Road Surgery/ Shoreditch Park & City Neighbourhood/ PCN

Practice's response

1. Information about extended consultation should be available under Appointments.
2. Information about requesting an interpreter should be available under Appointments.
3. New patient registration process to be reviewed.  
Current information implies that registration can only happen online.  
In person registration (hard copy of new patient registration form) should be offered.  
Downloadable registration form (ideally in Word format) to be considered.
4. Search bar feature to be considered for better navigation through the website.
5. Complaints Policy should be made available providing information about the Complaints Officer, [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#).
6. Online complaints form to be considered and added to the Have your Say page with links to the Complaints Procedure.
7. General feedback and suggestions form to be considered under Have your say page for better navigation.
8. Patient Participation Group: Future dates and up to date meeting minutes to be promoted
9. Social Prescribing: Information about the service to be made available under Clinics and Services.

*“Thank you for the information. We have taken step to implement your recommendations and hope to complete by the end of September.”*

Springhill Practice/ Springfield Park Neighbourhood PCN

Practice's response

1. Information about extended consultation should be available under Appointments page.
2. Information about requesting an interpreter to be available under Appointments page.
3. Patient registration process to be reviewed.  
New patient registration still implies that proof of ID and address is a requirement to prove eligibility.
4. Complaints Policy should provide information about the Complaints Officer, [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#).
5. Online Complaints form to be considered and included in Have your say page for quicker navigation.
6. General feedback form to be considered under the Have your say page.
7. Patient Participation Group: Future dates and up to date meeting minutes to be promoted .
8. Social Prescribing: Further information with links to be made available under Clinics and Services page.

1. Implemented.
2. Implemented.
3. Implemented.
4. Implemented.
5. Partial, Contact us form added to 'have your say' section.
6. Partial, Unable to edit the comments suggestion form.
7. Implemented.
8. Implemented.

NOTE: New website will be launched in the beginning of October.

**Stamford Hill Group Practice/ Springfield Park Neighbourhood PCN**  
**A great example of promoting interpreting services**

**Practice's response**

1. Information about requesting an interpreter should be also available under Appointments page.
2. Search bar feature to be considered for better navigation through the website.
3. Complaints Policy should be made available providing information about the Complaints Officer, [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#)
4. Online form to be considered and added to the Have your Say Page with links to the Complaints Procedure.
5. General feedback and suggestions form to be considered under Have your say page.
5. Patient Participation Group
  - a) Further information about the purpose of the group to be made available.
  - b) Online application form to be considered.
  - c) Future dates and up to date meeting minutes to be promoted.
7. Social Prescribing - Further information with links to be made available under Clinics and Services page.

1. Implemented.
2. Implemented.
3. Implemented.
4. *“Given that the majority of our patients do not access the internet they have plenty of options to get in touch with us via phone, email, in person and in writing and for those that do want to use the internet we have the Care Opinion Website option.”*
5. NHS Overview feedback centre is available.
6. Patient Participation Group.
  - a) Implemented.
  - b) *“the patients can email us, an email link is provided”.*
  - c) Implemented.
7. Implemented.

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**Statham Grove Surgery/ Woodberry Wetlands Neighbourhood/ PCN**

**Practice's response**

1. Appointments page and cover extended consultation for people with additional needs
2. Information about requesting an interpreter should be available under Appointments page.
3. Patient registration information to be reviewed. Confusing information about the reason why proof of ID and address is required.
4. Complaints Policy should provide information about [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#).
5. Online Complaints form to be considered under How Do I... page, providing links to the Complaints Procedure Patient.
6. General feedback form to be considered under How Do I... page.
7. Patient Participation Group: Future dates and up to date meeting minutes to be promoted.
8. Social Prescribing: Information on the services to be made available under Clinics and Services page.

1. Implementation not seen.
2. Implementation not seen.
3. Implemented.
4. Implemented, however, information about [Hackney's Health and Social Care Complaints Charter](#) still missing.
5. Implementation not seen.
6. Implementation not seen.
7. Implemented.
8. Implemented.

The Clapton Surgery/ Hackney Downs Neighbourhood/PCN

Practice's response

1. Information about extended consultation should be available under Appointments page.
2. Information about requesting an interpreter to be available under Appointments page.
3. Complaints Policy should be made available providing information about the Complaints Officer, [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#).
4. Online complaints form to be considered and included in Have your Say page with link to the Complaints Policy.
5. General feedback form to be considered including in Have your say page.
6. Further Information page to be reviewed. Currently it does not open at full extend.
7. Patient Participation Group information to be reviewed.
  - a) Information currently available in two different pages.
  - b) Future dates and up to date meeting minutes to be promoted.
8. Social Prescribing: Information about the service to be made available under Clinics and Services.

1. Implementation not seen.
2. Implementation not seen.
3. Implementation not seen.
4. Implementation not seen.
5. Implementation not seen.
6. Implementation not seen.
7. Implemented.

Last reminder sent on 13 September 2021.

*“Many thanks for the report on our website. I have made the recommended changes.”*

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The Elm Practice/ Hackney Downs Neighbourhood/ PCN

Practice's response

1. Information about extended consultation should be added under Book Appointment page.
2. Information about requesting an interpreter to be available under Book Appointment page.
3. Patient registration process to be reviewed. Inconsistent information about registration requirements. Proof of ID and Address is required to prove eligibility when registering at the practice in person but not when registering online.
4. Search bar to be reviewed and set up in a way that browses withing the Elm practice's website. Currently it acts as a regular browser and searches symptoms, but it is not used to navigate the site.
5. Complaints Policy should provide information about the Complaints Officer, [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#).
6. Patient Participation Group:
  - a) Online Patient Participation Group application form to be considered.
  - b) Future dates and up to date meeting minutes to be promoted.
  - c) Information to be reviewed. Currently the page refers to Patient Participation Group and Carers and provides supporting information for carers rather than the purpose of the group.

1. Implemented.
2. Implemented.
3. Implemented.
4. In discussion with the website provider. HWH to support the communication.
5. Implemented.
6. Implemented.

*“Elm Practice is currently working on a full upgrade of our practice website and will ensure all outstanding recommendations are implemented in the new version.”*

The Cedar Practice/ Woodberry Wetlands Neighbourhood/ PCN

Practice's response

1. Information about extended consultation should be available under Appointments page.
2. Information about requesting an interpreter to be available under Appointments page.
3. Search bar feature to be considered for better navigation through the website.
4. Complaints Policy should be made available providing information about the Complaints Officer, [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#).
5. Online complaints form to be considered and included in Have your Say page with link to the Complaints Policy.
6. General feedback form to be considered including in Have your say page.
7. Patient Participation Group:
  - a) More information about the purpose of the group to be provided.
  - b) Future dates and up to date meeting minutes to be promoted.
8. Social Prescribing: Information about the service to be made available under Services.

1. Implemented.
2. Implemented.
3. In discussion with the website provider.
4. Implemented.
5. Complaint policy available under Have your say page. *“Due to limitations by our website provider, we are unable add any additional text or forms.”*
6. *“Feedback forms can be found under "Have Your Say" > "Contact Us" and also under our "Contact Details" page..”*
7. Implemented.
8. Implemented.  
*“We have taken onboard your recommendations regarding our website and will implement these today. We endeavour to publish helpful and useful information as clearly as possible regarding the care of our patients.”*

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The Dalston Practice/ London Fields Neighbourhood/ PCN

Practice's response

1. Information about extended consultation should be available under **Appointments**.
2. Information about requesting an interpreter to be available under **Appointments**.
3. Patient registration process to be reviewed.  
Inconsistent information about registration requirements. Proof of ID and Address is required to prove eligibility when registering at the practice in person but not when registering online.
4. Complaints Policy should be made available providing information about the Complaints Officer, [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#).
5. Online complaints form to be considered and included in **How do I...** page with link to the **Complaints policy**.
6. General feedback form to be considered including in **How do I...** page.
7. Patient Participation Group:
  - a) Future dates and up to date meeting minutes to be promoted.
  - b) Online application form to be considered.
1. Social Prescribing: Information about the service to be added under **Clinics and Services**.

*“We thank Healthwatch Hackney for taking the time to produce a detailed and helpful report with recommendations on how the practice's website can be improved to better meet the healthcare needs of our patients. We will look at the suggestions made in the report in detail and will work with our website provider to implement the changes, where possible, by the end of October 2021.”*

The Gadhvi Practice/ Hackney Downs Neighbourhood/ PCN	Practice's response
<p>Two different pages for Gadhvi practice available</p> <ul style="list-style-type: none"> <li>- O N M Gadhvi-The Gadhvi Practice and The Gadhvi Practice.</li> <li>- Both sites link to the same website, however, the website under the name of The Gadhvi Practice does not give an option to leave a Google review. This to be reviewed.</li> </ul>	
<ol style="list-style-type: none"> <li>1. Information about extended consultation should be available under Book Appointments page.</li> <li>2. Information about requesting an interpreter to be available under Book Appointment page.</li> <li>3. Search bar to be reviewed and set up in a way that browses withing the Gadhvi practice's website. Currently it acts as a regular browser and searches symptoms, but it is not used to navigate the site.</li> <li>4. Complaints Policy should be made available providing information about the Complaints Officer, <a href="#">NHS England</a>, <a href="#">Parliamentary and Health Service Ombudsman</a>, <a href="#">The Advocacy Project</a>, <a href="#">Healthwatch Hackney</a> and <a href="#">Hackney's Health and Social Care Complaints Charter</a>.</li> <li>5. Online complaints form to be considered for better accessibility and included in The Practice/ Complaints and Suggestions.</li> <li>6. Online general feedback form to be considered. Current general feedback option consists of the Friends and Family test with option for written explanation to the response. However, a proper feedback form to be considered.</li> <li>7. Patient participation group - Future dates and up to date meeting minutes to be promoted.</li> <li>8. Social Prescribing: Information about the service to be made available under Clinics and Services.</li> </ol>	<ol style="list-style-type: none"> <li>1. Implementation not seen.</li> <li>2. Implemented.</li> <li>3. <i>“Web team are looking into how to change the search bar so it navigates the site not only symptoms”</i></li> <li>4. Implemented.</li> <li>5. <i>“Practice will create a general feedback and suggestion form for patient, which is now being work on.”</i></li> <li>6. <i>Patient participation Group ( Friend of Gadhvi) will be update with future dates and minutes of meeting will be uploaded.</i></li> <li>7. Implemented.</li> <li>8. Implemented.</li> </ol> <p><i>“The Gadhvi Practice appreciates Healthwatch Hackney review of the Practice Website. With the recommendation suggested and some implemented we hope patients are able to navigate more easily on the Practice Website.”</i></p>

The Greenhouse Surgery/ Well Street Common Neighbourhood/ PCN	Practice's response
<p>Greenhouse surgery is run by East London Foundation Trust and its website (<a href="https://www.elft.nhs.uk/service/440/Greenhouse-GP-Primary-Care-Practice">https://www.elft.nhs.uk/service/440/Greenhouse-GP-Primary-Care-Practice</a>) is linked into the Trust website.</p> <p>We did not find any information to cover any of the criteria listed on page 5.</p> <p>We have requested feedback from the service and will update the report once this is received.</p>	<p>Last reminder sent on 20 October 2021.</p>

The Heron Practice/ Woodberry Wetlands Neighbourhood/ PCN	Practice's response
<ol style="list-style-type: none"> <li>Information about extended consultation should be available under <b>Appointments</b> page.</li> <li>Complaints Policy to be linked to the <b>Practice policies</b>.</li> <li>Complaints Policy should provide information about <a href="#">NHS England</a>, <a href="#">Parliamentary and Health Service Ombudsman</a>, <a href="#">The Advocacy Project</a>, <a href="#">Healthwatch Hackney</a> and <a href="#">Hackney's Health and Social Care Complaints Charter</a>.</li> <li>Complaints Policy's location should be reviewed. The policy is currently under Appointments. However, for better navigation we suggest this information is made available under <b>Have your say</b> page.</li> <li><b>Suggestion and complaints</b> form to be considered under <b>Have your Say</b> page for better navigation.</li> <li>Patient Participation Group: Future dates and up to date meeting minutes to be promoted.</li> </ol>	<ol style="list-style-type: none"> <li>Implemented.</li> <li>Implemented.</li> <li>Implemented.</li> <li>Implemented. Designated page on Complaints is now available on the Home tab.</li> <li>Implemented. Due to technical limitation this is not possible. However, a designated page on Comments and Suggestions is now available on the Home tab.</li> <li>Patient Participation Group - <i>“Our Patient Forum members have been reluctant to meet in person and the majority were also not keen to do so virtually therefore we have not had a meeting since November last year; we are in the process of discussing a date.”</i></li> </ol>

The Hoxton Surgery/ Shoreditch Park & City Neighbourhood/ PCN	Practice's response
<ol style="list-style-type: none"> <li><u>Information about extended consultation should be available under <b>Appointments</b> page.</u></li> <li>Information about requesting an interpreter to be also available under <b>Appointments</b> page. Currently the information is under Clinics and Services.</li> <li>A message about patients bringing their own interpreters in an emergency should be reviewed. It should be possible for the practice to access telephone interpreting services as needed and at no cost to the practice.</li> <li>Patient registration process to be reviewed. New patient registration still implies that proof of ID and address is a requirement to prove eligibility.</li> <li>Complaints Policy should be made available providing information about the Complaints Officer, <a href="#">NHS England</a>, <a href="#">Parliamentary and Health Service Ombudsman</a>, <a href="#">The Advocacy Project</a>, <a href="#">Healthwatch Hackney</a> and <a href="#">Hackney's Health and Social Care Complaints Charter</a>.</li> <li>Patient Participation Group: Future dates and up to date meeting minutes to be promoted.</li> <li>Social Prescribing: Information on the service to be made available under Clinics and Services.</li> </ol>	<ol style="list-style-type: none"> <li>Implemented.</li> <li>Implemented.</li> <li>Implemented.</li> <li>Implemented.</li> <li>Implemented, however, the name of the Complaint Officer is still missing.</li> <li><i>“This is in progress and will be liaising with the group's members to arrange a date to have this done.”</i></li> <li>Implemented.</li> </ol>

The Lawson Practice/ Shoreditch Park & City Neighbourhood/ PCN	Practice's response
<ol style="list-style-type: none"> <li>1. Information about extended consultation should be available under Appointments page.</li> <li>2. Information about requesting an interpreter should be available under Appointments page.</li> <li>3. Patient registration process to be reviewed. New patient registration still implies that proof of ID and address is a requirement to prove eligibility.</li> <li>4. Complaints Policy should provide information about <a href="#">NHS England</a>, <a href="#">Parliamentary and Health Service Ombudsman</a>, <a href="#">The Advocacy Project</a>, <a href="#">Healthwatch Hackney</a> and <a href="#">Hackney's Health and Social Care Complaints Charter</a>.</li> <li>5. The general feedback form (Send us your comments or suggestions) to be considered under Have your Say page for better.</li> <li>6. Patient Participation Group: Future dates and up to date meeting minutes to be promoted</li> <li>7. Social Prescribing: Information on the services to be made available under Clinics and Services page.</li> </ol>	<ol style="list-style-type: none"> <li>1. Implemented.</li> <li>2. Implemented. Also added in FAQ.</li> <li>3. Implemented.</li> <li>4. Implemented.</li> <li>5. Implemented.</li> <li>6. Implemented.</li> <li>7. Implemented.</li> </ol> <p>NOTE: New website to be launched by the beginning of October 2021.</p>

The Lea Surgery/ Hackney Marshes Neighbourhood/PCN	Practice's response
<ol style="list-style-type: none"> <li>1. Information about extended consultation should be available.</li> <li>2. Information about requesting an interpreter should be available.</li> <li>3. Patient registration information should be available.</li> <li>4. Complaints policy should be made available providing with information about <a href="#">NHS England</a>, <a href="#">Parliamentary and Health Service Ombudsman</a>, <a href="#">The Advocacy Project</a>, <a href="#">Healthwatch Hackney</a> and <a href="#">Hackney's Health and Social Care Complaints Charter</a>.</li> <li>5. Patient Participation Group: Future dates and up to date meeting minutes to be promoted.</li> <li>6. Social Prescribing: Further information with links to be made available under Healthy living page.</li> </ol>	<ol style="list-style-type: none"> <li>1. <i>We offer extended appointment times depending on the type/nature of the appointment (telephone, dressing, immunisation, time to talk)</i></li> <li>2. Implemented.</li> <li>3. Implemented.</li> <li>4. Partially implemented. <i>"We have yet to make the suggested amendments to the complaints procedure but expect to reflect this on the website until the end of October"</i></li> <li>5. Implementation not seen.</li> <li>6. Implemented.</li> </ol>

The Nightingale Practice/ Hackney Downs Neighbourhood/ PCN
<p>1. Information about extended consultation should be available under <b>Appointments</b>.</p> <p>2. Information about requesting an interpreter should be available under <b>Appointments</b>.</p> <p>3. Homepage has a lot of useful information, but the tabs could be better organised.</p> <p>4. Information under <b>Practice policies</b> to be linked with the <b>Making a complaint</b> page.</p> <p>5. Complaints Policy to be updated with information about the <a href="#">Parliamentary and Health Service Ombudsman</a>, <a href="#">The Advocacy Project</a>, <a href="#">Healthwatch Hackney</a> and <a href="#">Hackney's Health and Social Care Complaints Charter</a>.</p> <p>6. Patient Participation Group:</p> <p>a) Future dates and up to date meeting minutes to be promoted.</p> <p>b) Online application form to be considered.</p> <p>c) Contact details for joining the group to be provided.</p> <p>7. Social Prescribing: Further information with links to be made available under <b>Health Advice</b> page.</p>

Practice's response
<p>1. <i>“Our appointment system AskMYGP advises patients how to contact the practice - it is with discussion with a clinician that extended appointments are arranged”</i></p> <p>2. <i>“AskMYGP allows patient to express a need for advocate - Feedback has been very positive.”</i></p> <p>3. <i>“Our re-designed website was tested out by Friends of the Nightingale PPG before we went live. The group approved the website. Comments were that it was easy to navigate and find information easily. We won't change this at the moment but will continue to work with the group and our patient population and make changes were necessary.”</i></p> <p>4. Implementation not seen.</p> <p>5. Implemented.</p> <p>6. Patient Participation Group</p> <p>a) <i>Will add dates although we do text and tweet.</i></p> <p>b) <i>Will consider although we text all patients regarding meeting dates and times.</i></p> <p>c) <i>We will consider adding generic email address. The new Friends of Nightingale is more of a drop-in where patients don't feel they need to commit but can join in where they are able to</i></p> <p>7. Implemented.</p>

The Riverside Practice/ Hackney Downs Neighbourhood/PCN
<p>1. Information about extended consultation should be available under Appointments.</p> <p>2. Complaints Policy should be updated with information <a href="#">NHS England</a>, <a href="#">Parliamentary and Health Service Ombudsman</a>, <a href="#">The Advocacy Project</a>, <a href="#">Healthwatch Hackney</a> and <a href="#">Hackney's Health and Social Care Complaints Charter</a>.</p> <p>3. Online complaints form to be considered. Currently PDF is shown as an only option which makes it difficult to complete. This means the form needs to be downloaded, printed, completed and returned.</p> <p>4. Patient Participation Group: Future dates and up to date meeting minutes to be promoted.</p> <p>5. Social Prescribing: Further information with links to be made available under Clinics and Services page.</p>

Practice's response
<p>1. Implementation not seen.</p> <p>2. Implemented.</p> <p>3. Implemented.</p> <p>4. Implemented.</p> <p>5. Implemented.</p>



The Wick Health Centre / Well Street Common Neighbourhood/ PCN  
Great example of promoting interpreting services.

Practice's response

1. Information about extended consultation should be also available under Appointments page. Currently available under Making the most of your Practice page.
2. Information about requesting an interpreter should be also available under Appointments page. Currently available under Making the most of your Practice page.
3. Patient registration process to be reviewed.  
New patient registration still implies that proof of ID and address is a requirement to prove eligibility.
4. Complaints Procedure should be updated with information about [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#).
5. Online complaints form to be considered and added to the Have your Say Page with links to the Complaints Procedure.
6. Patient Participation Group: Future dates and up to date meeting minutes to be promoted.
7. Social Prescribing: Information on the service to be made available under Clinics and Services.

Last reminder sent on 20<sup>th</sup> August. No response as of 14<sup>th</sup> September 2021. None of the recommendations have been implemented.

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Trowbridge Practice/ Well Street Common Neighbourhood/ PCN

Practice's response

1. Information about extended consultation should be available under Appointments
2. Information about requesting an interpreter to be considered also under the Appointments/HOW YOU CAN HELP US page.
3. In person registration (hard copy of new patient registration form) should be offered. Current information implies that registration can only happen online.
4. Complaints/ Getting help page to be updated with information about [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#).
5. Patient Participation Group: Future dates and up to date meeting minutes to be promoted.
6. Social Prescribing: Information on the service to be made available under About us/ Our Specialist Services and Clinics page

*"Thank You for your email.  
I am currently reviewing our website and the feedback you have given in your report. I will get back to you shortly with any changes that have been made."*

Well Street Surgery/ Well Street Common Neighbourhood/ PCN

Practice's response

1. Information about extended consultation should be available under Appointments .
2. Information about the availability of interpreting services to be reviewed.  
Current message is *Telephone interpreters are available via Language Shop but should only be used in emergencies.* The telephone interpreting service should be made available regardless of patient's needs to ensure accurate communication between the patient and the health professionals.  
*Patients are welcome to bring their own interpreters.* Encouraging patients to bring their own interpreters can limit the confidentiality and the autonomy of patient. We suggest the following statement is added *We do not allow children to act as interpreters during your treatment or appointments to ensure no children are not placed under inappropriate pressure.*
3. Search bar to be considered for better navigation through the website.
4. Complaints Policy should be made available providing information about the Complaints Officer, [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#).
5. Online complaints form to be considered under the Have your say page and linked to the Complaints policy.
6. General feedback and suggestions form to be considered under Have your say page.
7. Patient Participation Group:
  - a) Information about the purpose of the PPG to be made available.
  - b) Online application form to be considered.
  - c) Future dates and up to date meeting minutes to be promoted.
8. Social Prescribing: Information on the service to be made available under Clinics and services page.

1. *“The length of our GP appointments are dependent on the clinical and individual needs of our patients. Double appointments can be made with our nurses and healthcare assistants as required.”*
2. Implemented.
3. Implemented.
4. Implemented.
5. Implemented.
6. Implemented.
7. *Minutes will be uploaded to the website after our next PPG meeting later this year, date to be confirmed.*
8. Implemented.

*“Well Street Surgery would like to thank Healthwatch Hackney for their review of our old website in June-July 2021 and the report that followed. The helpful recommendations were integral to the design of our new website which went live on 16 September 2021 along with the launch of our new appointment system for GP appointments. We hope that our patients find the new website altogether more informative. We are grateful for all feedback which enables us to look at ways in which we can improve the services that we provide.”*

# General overview

This section looks at the quality of information and how accessible the information provided to existing, new and potential patients is with respect to:

- **New patient registration requirements**  
According to the NHS guidance, 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.
- **Extended consultation**  
Double appointment options should be promoted for patients with complex needs, learning disabilities, and patients who need interpreters.
- **How to request an interpreter**  
It is important that the communication between patient and health professional is clear and that support is provided when needed. The Clinical Commissioning Group commissions a bilingual telephone interpreting/advocacy service for all GP practices as part of the contract with Homerton Hospital. They also subcontract to charities with specific language skills who, prior to the pandemic, carried out face to face sessions in practices.
- **Out of hours information**  
What to do when the GP practice is closed?



GP practice name	Out of office hours information listed	Extended consultation	How to requesting an interpreter	New patient registration process
Allerton Road Medical Centre/Woodberry Wetlands/PCN	NHS 111	No	Briefly mentioned in the Accessible Information Standard.	Only online registration option is given. No proof of ID or address is required
Athena Medical Centre/Hackney Marshes/PCN	Yes	No	Only fact sheets	No proof of ID or address is required
Barretts Grove Surgery/Clissold Park/PCN	NHS 111	No	Only fact sheets	Yes, proof of ID and address are required
Barton House Group Practice/Clissold Park/PCN	In contact details	No	Only fact sheets	Proof of ID is required only for access to medical records.
Beechwood Medical Centre/London Fields/PCN	NHS 111	No	No	PDF registration form is the only option which makes it difficult to complete. No proof of ID or address is needed
Broke road surgery/Clissold Park/PCN	Yes	No	None	Proof of ID and address are required. Only PDF registration form available.
De Beauvoir Surgery/Shoreditch Park & The City/PCN	Yes	No	No	Online form, Proof of ID and address are required
Elsdale Street Clinic/Well Street Common/PCN	Yes	No	Only fact sheets	Online form no mention of ID
Granwich Road Surgery/Springfield Park/PCN	NHS 111	No	Only fact sheets	Proof of ID and address are required
Healy Medical Centre/Hackney Downs/PCN	CHUHSE	No	Only fact sheets	Unclear message regarding what documentation is needed.
Kingsmead Healthcare/Hackney Marshes/PCN	Yes	No	Only fact sheets	Proof of address is required. Proof of ID is required for Online Services.
Latimer Health Centre/Hackney Marshes/PCN	Yes NHS 111	No	Only fact sheets	Proof of ID and address are required
London Fields Medical Centre/London Fields/PCN	NHS 111	No	Turkish, Vietnamese & Chinese shown as only option	No proof when registering online but proof is needed when registering at the practice
Lower Clapton Group Practice/Hackney Marshes/PCN	Yes	No	Yes, under Health information/Appointments	NHS app, no ID is required
Queensbridge Group Practice/London Fields/PCN	Yes	No	No	No proof is required
Richmond Road Practice/London Fields/PCN	NHS 111	No	Only fact sheets	Online form, no form of ID needed
Rosewood Practice/Hackney Downs/PCN	NHS 111	No	Yes, under clinics and services	No proof of ID or address is required
Sandringham Practice/London Fields/PCN	NHS 111	No	Only fact sheets	Proof of ID and address is required.
Shoreditch Park Surgery/Shoreditch Park & The City/PCN	NHS 111/999	No	Offer sign language, nothing for non-English speakers	Proof of address is required. Online registration

GP practice name	Out of office hours information listed	Extended consultation	How to requesting an interpreter	New patient registration process
Somerford Grove Practice/Clissold Park/PCN	Under When we are closed	No	No	No proof of ID or address is required
Southgate Road Surgery/Shoreditch Park & The City/PCN	NHS 111	No	Only fact sheets	Only online application is available no proof of ID and/or address is requested.
Spring Hill Practice/Springfield Park/PCN	Under opening times	No	Brief information in the patient leaflet.	Proof of ID and address are required. No pre-registration requirement when registering online during Covid.
Stamford Hill Group Practice/Springfield Park/PCN	Under opening times	Yes	Yes	No proof is required
Statham Grove Surgery/Woodberry Wetlands/PCN	Yes	No	No	Proof of ID and address and NHS number is required.
The Clapton Surgery/Hackney Downs/PCN	NHS 111	No	Only fact sheets	No proof of ID or address is required
The Elm Practice/Hackney Downs/PCN	NHS 111	No	Yes, under Appointments	Proof of ID and address is required when registering at the practice. No proof is required when registering online.
The Cedar Practice/Woodberry Wetlands/PCN	NHS 111	No	Only fact sheets	No proof of ID or address is required
The Dalton Practice/London Fields/PCN	Yes	No	No	No proof when registering online but proof is needed when registering at the practice
The Gandhi Practice/Hackney Downs/PCN	Yes	No	Only mentioned in the Book appointment page.	No proof of ID or address is required
The Heron Practice/Woodberry Wetlands/PCN	Yes	No	Yes, under New patients	No proof of ID or address is required
Hoxton Surgery/Shoreditch Park & The City/PCN	NHS 111	No	Yes, under Clinics and Services	Proof of ID and address are required
The Lawson Practice/Shoreditch Park & The City/PCN	Yes	Yes	Only fact sheets	Proof of ID and address are required. No pre-registration requirement when registering online during Covid.
The Lea Surgery/Hackney Marshes/PCN	Yes	No	No	Proof of ID and address is required.
Nightingale Practice/Hackney Downs/PCN	NHS 111	No	No	No proof of ID or address is required
The Riverside Practice/Hackney Downs/PCN	Yes	No	No	No proof of ID or address is required
The Wick Health Centre/Well Street Common/PCN	Yes	No	Under About Us/ Making the most of your practice.	Proof of ID and address is required.
Trowbridge Surgery/Well Street Common/PCN	Yes	No	Yes, under ABOUT US page	No proof is required
Well Street Surgery/Well Street Common/PCN	Yes	No	Interpreter can be arranged with reception in advance	No proof is required

# Accessibility

This section looks at the availability of tools and technologies designed and developed so that people with disabilities can use them to perceive, understand, navigate, and interact with the website.

- Zoom feature
- Screen reader compatibility
- Mobile friendly
- Basic reading level using plain English

The review also looked at the availability of the following features:

- Translation option
- Search bar



GP practice name	Zoom feature	Screen reader compatibility	Easy to access via mobile	Basic reading level using plain English	Search bar	Translation Options
Allerton Road Medical Centre/Woodberry Wetlands/PCN	Yes	Yes		Yes	Yes	Yes
Athena Medical Centre/Hackney Marshes/PCN	Yes	Yes	Yes	Yes	No	Yes
Barretts Grove Surgery/Clissold Park/PCN	Yes	Yes	Yes	Yes	Yes	Yes
Barton House Group Practice/Clissold Park/PCN	Yes	Yes	Yes	No	Yes	Yes
Beechwood Medical Centre/London Fields/PCN	Yes	Yes	Yes	Yes	Yes	Yes
Broke road surgery/Clissold Park/PCN	Yes	Yes	Yes	Yes	No	No
De Beauvoir Surgery/Shoreditch Park & The City/PCN	Yes	Yes	Yes	Yes	Yes	Yes
Elsdale Street Clinic/Well Street Common/PCN	Yes	Yes	Yes	Yes	Yes	Yes
Cranwich Road Surgery/Springfield Park/PCN	Yes	Yes	Yes	Yes	Yes	Yes
Healy Medical Centre/Hackney Downs/PCN	Yes	Yes	Yes	Yes	No	Yes
Kingsmead Healthcare/Hackney Marshes/PCN	Yes	Yes	Yes	Yes	Yes	Yes
Latimer Health Centre/Hackney Marshes/PCN	Yes	Yes	Yes	Yes	Yes	Yes
London Fields Medical Centre/London Fields/PCN	Yes	Yes	Yes	Yes	No	No
Lower Clapton Group Practice/Hackney Marshes/PCN	Yes	Yes	Yes	Yes	Yes	Yes
Queensbridge Group Practice/London Fields/PCN	Yes	Yes	Yes	Yes	Yes	Yes
Richmond Road Practice/London Fields/PCN	Yes	Yes	Yes	Yes	No	Yes
Rosewood Practice/Hackney Downs/PCN	Yes	Yes	Yes	Yes	No	Yes
Sandringham Practice/London Fields/PCN	Yes	Yes	Yes	Yes	Yes	Yes
Shoreditch Park Surgery/Shoreditch Park & The City/PCN	Yes	Yes	Yes	Yes	Yes	Yes

GP practice name	Zoom feature	Screen reader compatibility	Easy to access via mobile	Basic reading level using plain English	Search bar	Translation Options
Somerford Grove Practice/Clissold Park/PCN	Yes	Yes	Yes	Yes	Yes	Yes
Southgate Road Surgery/Shoreditch Park & The City/PCN	Yes	Yes	Yes	Yes	No	Yes
Spring Hill Practice/Springfield Park/PCN	Yes	Yes	Yes	Yes	Yes	Yes
Stamford Hill Group Practice/Springfield Park/PCN	Yes	Yes	Yes	Yes	Yes	Yes
Statham Grove Surgery/Woodberry Wetlands/PCN	Yes	Yes	Yes	Yes	Yes	Yes
The Clapton Surgery/Hackney Downs/PCN	Yes	Yes	Yes	Yes	Yes	Yes
The Elm Practice/Hackney Downs/PCN	Yes	Yes	Yes	Yes	Yes, but only for symptoms	Yes
The Cedar Practice/Woodberry Wetlands/PCN	Yes	Yes	Yes	Yes	No	Yes
The Dalton Practice/London Fields/PCN	Yes	Yes	Yes	Yes	Yes	Yes
The Gadhvi Practice/Hackney Downs/PCN	Yes	Yes	Yes	Yes	Yes, but only for symptoms	Yes
The Heron Practice/Woodberry Wetlands/PCN	Yes	No	Yes	Yes	No	Yes
The Hoxton Surgery/Shoreditch Park & The City/PCN	Yes	Yes	Yes	Yes	Yes	Yes
The Lawson Practice/Shoreditch Park & The City/PCN	Yes	Yes	Yes	Yes	Yes	Yes
The Lea Surgery/Hackney Marshes/PCN	Yes	Yes	Yes	Yes	Yes	Yes
The Nightingale Practice/Hackney Downs/PCN	Yes	Yes	Yes	Yes	yes	Yes
The Riverside Practice/Hackney Downs/PCN	Yes	Yes	Yes	Yes	Yes	Yes
The Wick Health Centre/Well Street Common/PCN	Yes	Yes	Yes	Yes	Yes	Yes
Trowbridge Surgery/Well Street Common/PCN	Yes	Yes	Yes	Yes	Yes	Yes
Well Street Surgery/Well Street Common/PCN	Yes	Yes	Yes	Yes	No	Yes



# Complaints and general feedback

**#SpeakUp**

This section looks at the availability of:

- Clear and effective complaints policy and procedure
- The location of the policy on the website
- The accessibility of the information, as described above
- Options for general feedback

*“I wanted to make a complaint. The receptionist wouldn't transfer me to speak to the practice manager and instead told me this has to be done online. I looked this up and information online says it's through the mail and asap. I'm self-isolating after traveling so won't be able to do this plus there is lockdown until the end of the month.”*

GP practice name	Complaints policy / procedure	Easy to make complaints	Option for general feedback?
Allerton Road Medical Centre/Woodberry Wetlands/PCN	Complaint policy under index, only available through the Search bar.	No	Yes, at the very bottom of Contact us page
Athena Medical Centre/Hackney Marshes/PCN	Yes	Yes	Yes
Barrett's Grove Surgery/Clissold Park/PCN	Yes - Patient Guide	No	Yes, under Contact details but might be better positioned on the Have your say page
Barton House Group Practice/Clissold Park/PCN	Yes	Yes	Yes, under Contact Details
Beechwood Medical Centre/London Fields/PCN	No complaints policy online	Yes	Yes
Broke road surgery/Clissold Park/PCN	Yes	No	No
De Beauvoir Surgery/Shoreditch Park & The City/PCN	A patient guide available on the footer.	No	Only Friends and Family test
Elsdale Street Clinic/Well Street Common/PCN	No complaints policy online	Yes	Yes
Granville Road Surgery/Springfield Park/PCN	Yes, however the complaint policy refers to Sorsby Medical Practice p 6.1 and p.15.4	No	Yes under contact details
Healy Medical Centre/Hackney Downs/PCN	No complaints policy online	No	Yes, under contact details
Kingsmead Healthcare/Hackney Marshes/PCN	Yes, under Further information.	Yes	Yes
Latimer Health Centre/Hackney Marshes/PCN	No	No	Yes
London Fields Medical Centre/London Fields/PCN	No complaints policy online	No	No
Lower Clapton Group Practice/Hackney Marshes/PCN	Yes, under our practice/ practice policies	Yes	Yes
Queensbridge Group Practice/London Fields/PCN	Yes	Yes	Yes
Richmond Road Practice/London Fields/PCN	Complaints Guidance leaflet available	No	Yes
Rosewood Practice/Hackney Downs/PCN	Yes, under Practice Policies	No	Yes
Sandringham Practice/London Fields/PCN	Very brief information on complaints. Hard and complicated to make a complaint	No	Yes
Shoreditch Park Surgery/Shoreditch Park & The City/PCN	Complaint policy is only available in writing through request at receptionist	Yes	Yes

GP practice name	Complaints policy / procedure	Easy to make complaints	Option for general feedback?
Somerford Grove Practice/Clissold Park/PCN	Yes	No	Yes
Southgate Road Surgery/Shoreditch Park & The City/PCN	No policy available.	No	Yes
Spring Hill Practice/Springfield Park/PCN	Information easily available at the bottom of the page but no policy attached	No	On the front page
Stamford Hill Group Practice/Springfield Park/PCN	Yes	No	On the home page and under contact details
Statham Grove Surgery/Woodberry Wetlands/PCN	Yes, under Practice policies/ Suggestions and complaints	Yes/No	Yes
The Clapton Surgery/Hackney Downs/PCN	No complaint policy on website. Some information on the Patient leaflet is too small to read.	No	Yes, under contact details
The Elm Practice/Hackney Downs/PCN	Yes	Yes	Yes
The Cedar Practice/Woodberry Wetlands/PCN	No complaints policy online	No	Yes comments and suggestions forum under contact details and further down on the home page.
The Dagen Practice/London Fields/PCN	No complaints policy online	No	No
The Gadhvi Practice/Hackney Downs/PCN	Yes	Yes	Yes, there is a family and friends test at the bottom of their home page.
The Heron Practice/Woodberry Wetlands/PCN	Yes, under Appointments	No	Yes, under contact details there is a comments and suggestions forum
The Hoxton Surgery/Shoreditch Park & The City/PCN	No Complaint policy is available. Refers to the reception for more information	No	No
The Lawson Practice/Shoreditch Park & The City/PCN	Yes, on the footer	Yes	Yes
The Lea Surgery/Hackney Marshes/PCN	Yes	Yes	Yes
Nightingale Practice/Hackney Downs/PCN	Available at the bottom of the home page. However, the link from the Practice Policies does not work.	Yes/ No	Yes
The Riverside Practice/Hackney Downs/PCN	Needed to be downloaded to the computer to open.	Yes	Yes
The Wick Health Centre/Well Street Common/PCN	Not a policy but procedure, home page on Have your say.	No	Yes
Trowbridge Surgery/Well Street Common/PCN	Yes	Yes	Yes
Well Street Surgery/Well Street Common/PCN	No policy available.	No	No

# *Patient Participation Group*

Each practice should have their own Patient Participation Group (PPG) where registered patients, carers and GP practice staff meet to discuss practice issues and patient experience to help improve the service.

The group can also draw attention to wider health needs in the area, as well as national NHS issues. The surgery should make the information available, promoting future dates of the meetings and any notes from previous meetings.

**This section looks at the availability of the following information:**

- Information on the role of the Patient Participation Group
- Information on how to join the Patient Participation Group
- Are dates and times for meetings up-to-date?
- Are meeting minutes up-to-date?



GP practice name	Information on what PPG is	Information on how to join the PPG	Are the meeting dates and times up to date?	Meeting minutes up to date?
Allerton Road Medical Centre/Woodberry Wetlands/PCN	Yes	Yes	No	No
Athena Medical Centre/Hackney Marshes/PCN	Yes	Yes	No, the last meeting is from 2018	No only 2018
Barretts Grove Surgery/Clissold Park/PCN	Yes	Yes, online form	No	No
Barton House Group Practice/Clissold Park/PCN	Yes	Yes	No	No
Beechwood Medical Centre/London Fields/PCN	Yes	Yes	Yes, April 23 2021 last meeting	No, last minutes are from 2019
Broke road surgery/Clissold Park/PCN	Yes	Yes/No	Yes	No
De Beauvoir Surgery/Shoreditch Park & The City/PCN	Yes	Yes, online form	No	No, last minutes are from 01/2019
Elsdale Street Clinic/Well Street Common/PCN	Yes	Yes, online form	No	No
Cranwich Road Surgery/Springfield Park/PCN	Yes	Yes, online form	No	No
Healy Medical Centre/Hackney Downs/PCN	Yes	Yes, online form	No	No
Kingsmead Healthcare/Hackney Marshes/PCN	Yes	Yes	No	No
Latimer Health Centre/Hackney Marshes/PCN	Yes	Yes	No	No
London Fields Medical Centre/London Fields/PCN	Yes	Yes	No	No
Lower Clapton Group Practice/Hackney Marshes/PCN	Yes,	Yes	No	No
Queensbridge Group Practice/London Fields/PCN	No clear information	Online application (link doesn't work) or download the form	No, last meeting is from 2016	No, last minutes are from 2016
Richmond Road Practice/London Fields/PCN	Yes ubder Have your say page	Yes	No	No
Rosewood Practice/Hackney Downs/PCN	Yes, called Friends of Rosewood Practice	Yes	No, last meeting is from 01/2020	No
Sandringham Practice/London Fields/PCN	Yes	Yes, online form	No	No
Shoreditch Park Surgery/Shoreditch Park & The City/PCN	Yes	Yes	No	No

GP practice name	Information on what PPG is	Information on how to join the PPG	Are the meeting dates and times up to date?	Meeting minutes up to date?
Somerford Grove Practice/Clissold Park/PCN	Yes	Yes	Yes	Yes
Southgate Road Surgery/Shoreditch Park & The City/PCN	Yes	Yes, online form	No	No
Spring Hill Practice/Springfield Park/PCN	Yes	Yes	No	No
Stamford Hill Group Practice/Springfield Park/PCN	Limited information	Yes but online form to be considered	Yes	Yes
The Statham Grove Surgery/Woodberry Wetlands/PCN	Yes	Yes	Yes	No
The Clapton Surgery/Hackney Downs/PCN	Yes, but information available in two different pages - Have your say and Patient Participation Group.	Yes, online form	No	No
The Elm Practice/Hackney Downs/PCN	Yes, called Friends of Elm practice group.	Yes, online form	Yes	Yes
The Cedar Practice/Woodberry Wetlands/PCN	Yes under 'have your say'	Yes, online form	No	No
The Dalton Practice/London Fields/PCN	Yes	Only through the reception.	No	No
The Gadhvi Practice/Hackney Downs/PCN	Yes, called Friends of Gadhvi Practice	Yes	Yes	Yes
The Heron Practice/Woodberry Wetlands/PCN	Yes	Yes, online form	Yes	Yes
The Hoxton Surgery/Shoreditch Park & The City/PCN	Yes	Yes, online form	No	No
The Lawson Practice/Shoreditch Park & The City/PCN	Yes	Yes, online form	No	No
The Lea Surgery/Hackney Marshes/PCN	Yes	Yes, online form	No	No
The Nightingale Practice/Hackney Downs/PCN	Yes, called The Friends of Nightingale Practice	No	No	No
The Riverside Practice/Hackney Downs/PCN	Yes	Yes, online form	No	No
The Wick Health Centre/Well Street Common/PCN	Yes	Yes	No	No
Trowbridge Surgery/Well Street Common/PCN	Yes	Yes, online form	No	No
Well Street Surgery/Well Street Common/PCN	Updates coming note	No	No	No

# Digital offering

*This section looks at the availability of the following online tools*

- Online appointment booking system
- Online consultation
- Ordering repeat prescription online

*“I have been using your online query service for a couple of years now for myself and my daughters. It has been extremely useful in helping me gain access to professional help without having to stay on a phone for hours trying to book an appointment. Being able to add photos etc has made it even better.”*



GP practice name	Booking appointments online	Ordering repeat prescription online	GP consultation online
Allerton Road Medical Centre/Woodberry Wetlands/PCN	Yes	Yes	NHS App
Athena Medical Centre/Hackney Marshes/PCN	Yes	Yes	NHS App
Barretts Grove Surgery/Clissold Park/PCN	Yes	Yes	Patient Access & NHS App
Barton House Group Practice/Clissold Park/PCN	Yes	Yes	Patient Access
Beechwood Medical Centre/London Fields/PCN	Yes	Yes	Patient Access
Broke road surgery/Clissold Park/PCN	Yes	Yes	Patient Access
De Beauvoir Surgery/Shoreditch Park & The City/PCN	Yes	Yes	Patient Access
Elsdale Street Clinic/Well Street Common/PCN	Yes, however the information gives the impression that booking an appointment can only happen online.	Yes	Online Consult
Cranwich Road Surgery/Springfield Park/PCN	Yes	Yes	Patient Access
Healy Medical Centre/Hackney Downs/PCN	Yes	Yes	Online Consult
Kingsmead Healthcare/Hackney Marshes/PCN	Yes	Yes, but not well promoted	askmyGP
Latimer Health Centre/Hackney Marshes/PCN	Yes	Yes	Online Consult
London Fields Medical Centre/London Fields/PCN	Yes	Yes	Patient Access
Lower Clapton Group Practice/Hackney Marshes/PCN	Yes	Yes	askmyGP
Queensbridge Group Practice/London Fields/PCN	Yes	Yes	Patient Access
Richmond Road Practice/London Fields/PCN	Yes	Yes	Patient Access
Rosewood Practice/Hackney Downs/PCN	Yes	Yes	Patient Access
Sandringham Practice/London Fields/PCN	Yes	Yes	Online Consult
Shoreditch Park Surgery/Shoreditch Park & The City/PCN	Yes	Yes	Patient Access



GP practice name	Booking appointments online	Ordering repeat prescription online	GP consultation online
Somerford Grove Practice/Clissold Park/PCN	Yes	Yes	NHS App
Southgate Road Surgery/Shoreditch Park & The City/PCN	Yes	Yes	Online Consult
Spring Hill Practice/Springfield Park/PCN	Yes, direct link to Patient Access	Yes, direct link to Patient Access	Online Consult
Stamford Hill Group Practice/Springfield Park/PCN	Yes	Yes	Online Consult
The Statham Grove Surgery/Woodberry Wetlands/PCN	Yes	Yes	Online consult
The Clapton Surgery/Hackney Downs/PCN	Yes	Yes	Patient Access
The Elm Practice/Hackney Downs/PCN	Yes	Yes	Patient Access
The Cedar Practice/Woodberry Wetlands/PCN	Yes	Yes	Online Consult
The Dalton Practice/London Fields/PCN	Yes	Yes	Patient Access
The Gadhvi Practice/Hackney Downs/PCN	Yes	Yes	Patient Access
The Heron Practice/Woodberry Wetlands/PCN	Yes	Yes	Patient Access
The Hoxton Surgery/Shoreditch Park & The City/PCN	Yes	Yes	Patient Access
The Lawson Practice/Shoreditch Park & The City/PCN	Yes	Yes	Patient Access
The Lea Surgery/Hackney Marshes/PCN	Yes	Yes	Online Consult
The Nightingale Practice/Hackney Downs/PCN	Yes	Yes	askmyGP
The Riverside Practice/Hackney Downs/PCN	Yes	Yes	Online Consult
The Wick Health Centre/Well Street Common/PCN	Yes	Yes	Online Consult
Trowbridge Surgery/Well Street Common/PCN	Yes	Yes	Dr. IQ
Well Street Surgery/Well Street Common/PCN	Yes	Yes	Patient Access

# Duty Doctor

provides clinical triage to urgent patient requests, including relevant follow-up.

Urgent Care Board commissions the Duty Doctor service to provide clinical triage to patients across all 40 practices in City and Hackney.

Patients will access the duty doctor via the existing practice number, they will be placed on the triage list and their urgency prioritized, with a maximum call back time of 2 hours.

Patients should call their GP practice (in-hours) or 111 (out-of-hours) as a first port of call, for a telephone assessment.

GP same-day clinical triage of all urgent requests received by patients to include:

- Prioritisation of all requests according to presenting need
- Telephone consultations with each patient / carer
- Subsequent clinical co-ordination of care according to need (e.g. self-management and medication advice, booking face-to-face GP appointments or secondary care referrals)
- The duty doctor will undertake urgent home visits and follow up activities where required

The Duty Doctor also facilitates urgent requests from health and social care professionals.



GP practice name	Duty doctor services provided/ promoted	How to access the service
Allerton Road Medical Centre/Woodberry Wetlands/PCN	Yes	Call the practice on <a href="tel:02088022882">020 8802 2882</a>
Athena Medical Centre/Hackney Marshes/PCN	Yes	Call the practice on <a href="tel:02089856675">020 8985 6675</a>
Barrett's Grove Surgery/Clissold Park/PCN	Yes	Call the practice on <a href="tel:02072541661">020 7254 1661</a>
Barton House Group Practice/Clissold Park/PCN	Yes	Call the practice on <a href="tel:02072495511">020 7249 5511</a>
Beechwood Medical Centre/London Fields/PCN	Yes	Call the practice on <a href="tel:02072542855">020 7254 2855</a>
Broke road surgery/Clissold Park/PCN	Yes	Call the practice on <a href="tel:02072545652">020 7254 5652</a>
De Beauvoir Surgery/Shoreditch Park & The City/PCN	Yes	Call the practice on <a href="tel:02079233684">020 7923 3684</a>
Elsdale Street Clinic/Well Street Common/PCN	Yes	Call the practice on <a href="tel:02085252980">020 8525 2980</a>
Granwich Road Surgery/Springfield Park/PCN	Yes	Call the practice on <a href="tel:02088022002">020 8802 2002</a>
Healy Medical Centre/Hackney Downs/PCN	Yes	Call the practice on <a href="tel:02088061611">020 8806 1611</a>
Kingsmead Healthcare/Hackney Marshes/PCN	Yes	Call the practice on <a href="tel:02089851930">020 8985 1930</a>
Latimer Health Centre/Hackney Marshes/PCN	Yes	Call the practice on <a href="tel:02089852249">020 8985 2249</a>
London Fields Medical Centre/London Fields/PCN	Yes	Call the practice on <a href="tel:02079238100">020 7923 8100</a>
Lower Clapton Group Practice/Hackney Marshes/PCN	Yes	Call the practice on <a href="tel:02089867111">020 8986 7111</a>
Queensbridge Group Practice/London Fields/PCN	Yes	Call the practice on <a href="tel:02072541101">020 7254 1101</a>
Richmond Road Practice/London Fields/PCN	Yes	Call the practice on <a href="tel:02072542298">020 7254 2298</a>
Rosewood Practice/Hackney Downs/PCN	Yes	Call the practice on <a href="tel:02039280555">020 3928 0555</a>
Sandringham Practice/London Fields/PCN	Yes	Call the practice on <a href="tel:02072750022">020 7275 0022</a>
Shoreditch Park Surgery/Shoreditch Park & The City/PCN	Yes	Call the practice on <a href="tel:02077398525">020 7739 8525</a>

GP practice name	Social Prescribing Service provided/promoted	How to access the service?
Somersford Grove Practice/Clissold Park/PCN	Yes	Call the practice on <a href="tel:02080492549">020 8049 2549</a>
Southgate Road Surgery/Shoreditch Park & The City/PCN	Yes	Call the practice on <a href="tel:02077042233">020 7704 2233</a>
Spring Hill Practice/Springfield Park/PCN	None	Call the practice on <a href="tel:02088066993">020 8806 6993</a>
Stamford Hill Group Practice/Springfield Park/PCN	Yes	Call the practice on <a href="tel:02088001000">020 8800 1000</a>
Statham Grove Surgery/Woodberry Wetlands/PCN	Yes	Call the practice on <a href="tel:02072544327">020 7254 4327</a>
The Clapton Surgery/Hackney Downs/PCN	Yes	Call the practice on <a href="tel:02088067735">020 8806 7735</a>
The Elm Practice/Hackney Downs/PCN	Yes	Call the practice on <a href="tel:02039280999">020 3928 0999</a>
The Cedar Practice/Woodberry Wetlands/PCN	Yes	Call the practice on <a href="tel:02080366388">020 8036 6388</a>
The Dabton Practice/London Fields/PCN	Yes	Call the practice on <a href="tel:02072750077">020 7275 0077</a>
The Gadhvi Practice/Hackney Downs/PCN	None	Call the practice on <a href="tel:02039280777">0203 928 0777</a>
The Heron Practice/Woodberry Wetlands/PCN	Yes	Call the practice on <a href="tel:02039946900">020 3994 6900</a>
The Hoxton Surgery/Shoreditch Park & The City/PCN	Yes	Call the practice on <a href="tel:02034870200">020 3487 0200</a>
The Lawson Practice/Shoreditch Park & The City/PCN	Yes	Call the practice on <a href="tel:02035386044">0203 538 6044</a>
The Lea Surgery/Hackney Marshes/PCN	Yes	Call the practice on <a href="tel:02089863106">020 8986 3106</a>
The Nightingale Practice/Hackney Downs/PCN	Yes	Call the practice on <a href="tel:02089858388">020 8985 8388</a>
The Riverside Practice/Hackney Downs/PCN	Yes	Call the practice on <a href="tel:02088061928">020 8806 1928</a>
The Wick Health Centre/Well Street Common/PCN	Yes	Call the practice on <a href="tel:02089866341">020 8986 6341</a>
Trowbridge Surgery/Well Street Common/PCN	Yes	Call the practice on <a href="tel:02089867781">020 8986 7781</a>
Well Street Surgery/Well Street Common/PCN	None	Call the practice on <a href="tel:02089852050">020 8985 2050</a>

# Social prescribing

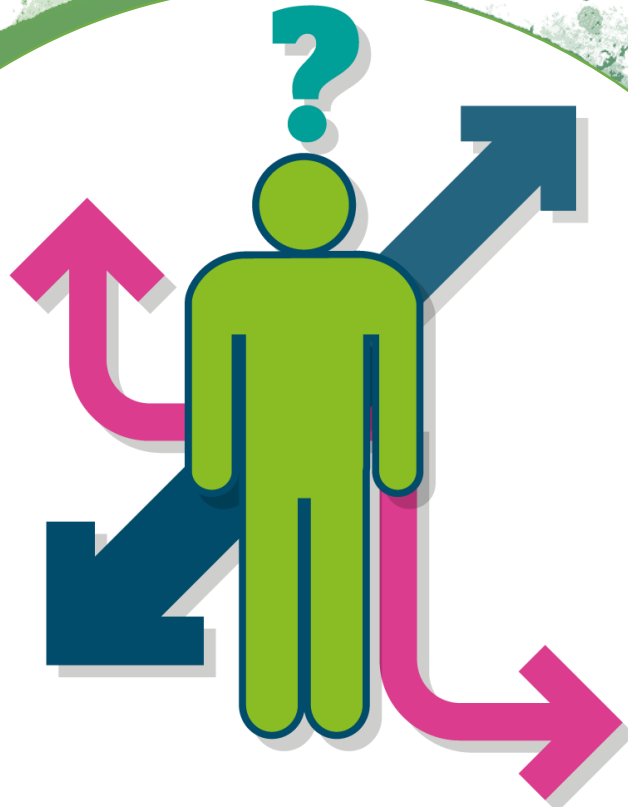
This section is looking at the availability of information on the City and Hackney Social Prescribing Service.

Social prescribing is a service aiming to help patients to improve their health, wellbeing and social welfare by connecting them to community services which might be run by the council or a local charity services for practical and emotional support.

## Eligibility criteria

Anyone over 18 years old, registered with a GP in the City and Hackney area who is:

- Socially isolated
- A frequent attender to GP/A+E
- Presenting with a social problem
- Mild-moderate mental health problems
- Keen to participate in non-clinical activities but not aware of what's happening locally
- People with any long-term condition



GP practice name	Social Prescribing Service	Observations and recommendations on Social Prescribing Service Notes
Allerton Road Medical Centre/Woodberry Wetlands/PCN	None	Very limited information
Athena Medical Centre/Hackney Marshes/PCN	None	Very limited information
Barrett's Grove Surgery/Clissold Park/PCN	Yes	Very limited information
Barton House Group Practice/Clissold Park/PCN	None	Very limited information
Beechwood Medical Centre/London Fields/PCN	Yes	Very limited information
Broke road surgery/Clissold Park/PCN	None	Very limited information
De Beauvoir Surgery/Shoreditch Park & The City/PCN	Yes	Very limited information
Elsdale Street Clinic/Well Street Common/PCN	None	Very limited information
Granwich Road Surgery/Springfield Park/PCN	None	No information
Healy Medical Centre/Hackney Downs/PCN	None	Very limited information
Kingsmead Healthcare/Hackney Marshes/PCN	Yes	Very limited information
Latimer Health Centre/Hackney Marshes/PCN	Yes	Very limited information
London Fields Medical Centre/London Fields/PCN	None	Very limited information
Lower Clapton Group Practice/Hackney Marshes/PCN	Yes	Very limited information
Queensbridge Group Practice/London Fields/PCN	Yes	Very limited information
Richmond Road Practice/London Fields/PCN	Yes	Very limited information
Rosewood Practice/Hackney Downs/PCN	Yes	Clear information provided
Sandringham Practice/London Fields/PCN	Yes	Very limited information
Shoreditch Park Surgery/Shoreditch Park & The City/PCN	Yes	Very limited information

GP practice name	Social Prescribing Service	Observations and recommendations on Social Prescribing Service Notes
Somersford Grove Practice/Clissold Park/PCN	Yes	Very limited information
Southgate Road Surgery/Shoreditch Park & The City/PCN	Yes	Very limited information
Spring Hill Practice/Springfield Park/PCN	Yes	Very limited information
Stamford Hill Group Practice/Springfield Park/PCN	Yes	Very limited information
Statham Grove Surgery/Woodberry Wetlands/PCN	None	Very limited information
The Clapton Surgery/Hackney Downs/PCN	None	Very limited information
The Elm Practice/Hackney Downs/PCN	Yes	Clear information provided
The Cedar Practice/Woodberry Wetlands/PCN	None	Very limited information
The Dagen Practice/London Fields/PCN	None	No information
The Gaurvi Practice/Hackney Downs/PCN	Yes	Very limited information
The Heron Practice/Woodberry Wetlands/PCN	Yes	Clear information provided
The Hoxton Surgery/Shoreditch Park & The City/PCN	None	No information
The Lawson Practice/Shoreditch Park & The City/PCN	None	Very limited information
The Lea Surgery/Hackney Marshes/PCN	Yes	Very limited information
The Nightingale Practice/Hackney Downs/PCN	None	No information
The Riverside Practice/Hackney Downs/PCN	None	No information
The Wick Health Centre/Well Street Common/PCN	None	Very limited information
Trowbridge Surgery/Well Street Common/PCN	None	Very limited information
Well Street Surgery/Well Street Common/PCN	None	No information

# Contact Healthwatch Hackney

Send us an email on  
[info@healthwatchhackney.co.uk](mailto:info@healthwatchhackney.co.uk)

Call us free on **080 8164 7664**

visit our website  
[www.healthwatchhackney.co.uk](http://www.healthwatchhackney.co.uk)





## GP registration in Hackney, the right to access health care.



**I have the right to register and  
receive treatment from a GP practice**

I do not need a fixed address.

I do not need identification.

Anyone in England can see a GP.



**If I have any problems I can call 0300 311 2233  
If I need more information I can visit [www.nhs.uk/register](http://www.nhs.uk/register)**

- I may need help filling in forms.
- I may need help reading and understanding.
- I would like to speak to someone confidentially.

## Introduction

According to the Primary Care Policy and Governance Manual for GP practices, there is no regulatory requirement to prove identity, address, immigration status or an NHS number in order to register as a patient. There is also no contractual requirement for GPs to request this.

Proof of ID is only a requirement if the patient wants to have online access to their medical records. This is due to the sensitivity and confidentiality of the information.

Following our [report on GP registration, published in May 2021](#), Richard Bull, Programme Director - Primary Care for NHS North East London Clinical Commissioning Group (NEL CCG) sent out a letter to all GP practices in Hackney, highlighting how a policy of asking for documents leads to a denial of healthcare for some patients.

In his letter Richard Bull highlighted the importance of patient registration without passport or proof of address. He quoted from the Primary Care Policy and Governance Manual which states “as there is no requirement under the regulations to produce identity or residence information, the patient **MUST** be registered on application unless the practice has reasonable grounds to decline...If a patient cannot produce any supportive documentation but states that they reside within the practice boundary then practices should accept the registration”. Richard Bull also stated that “Practices should **NOT** be asking for proof of registration status or address. Patients should also be registered in full unless it is clear that only a temporary registration is required. Please do ensure that any of your staff involved in registering patients are aware of what is and what is not required. There is often a disconnect between what management believes is happening and what actually happens at the front line”.

We were asked by Richard Bull to repeat the review in six-months time. We focused on checking for any changes or improvement in the new patient registration process and requirements at Hackney GP practices, following the recommendations.

Registration is key to an individual’s overall health outcomes as it ensures early diagnosis, and treatment. This has been highlighted by the Covid-19 pandemic and the need to ensure all eligible residents are given the opportunity to be vaccinated.

We regard requesting of proof of address or ID for registration, which could likely result into an individual who does not have the required document been denied

registration as a significant concern. We are also aware that this approach is a barrier that is limiting some local residents, especially people who are vulnerable including those who are homeless, migrants and asylum seekers and those with learning disabilities from accessing primary care services. The impact of this could potentially lead to worse health outcomes, health inequalities and the inappropriate and ineffective use of NHS services (for example the high use of A&E by vulnerable groups consequently causing high financial cost for NHS) in the long run.

## Methodology

In October 2021 our staff and volunteers called all 39 GP surgeries in Hackney to enquire about GP practices' new patient registration processes. All calls were made after 9:30am, as staff and volunteers were mindful of patients' appointment booking times, which is normally between 8 - 9:30am.

Staff/volunteers placing the calls introduced themselves and made it clear that they were calling from Healthwatch Hackney. To ensure consistency in the way information was collected, a data collection sheet was used and the same questions were asked across all GP practices.

The questions asked were:

What is the process for registering as a new patient?

***Can a resident walk into the practice to register using a hard paper copy of the registration application?***

***Does the resident have to live within your catchment area?***

***Does the resident have to provide any proof of ID or proof of address?***

***If yes: What if they do not have any of these documents?***

Some of the calls were answered within 5 minutes, two calls were answered after 17minutes, one was answered after 11 minutes, one after 12 minutes and one answered after 27 minutes.

In November 2021 we made a follow up call to all GP practices in Hackney to request clarification about the reason new patients are required to provide proof of ID.

During these calls, we were concerned to hear the contradictory responses from the different reception staff at the same GP practice regarding the registration requirements which made this reporting difficult. GP practices should ensure reception staff provide consistent messages on the NHS registration process.

## Acknowledgement

We would like to thank all the receptionists at the practices for their time and contribution. Every member of staff that we spoke to was very friendly and helpful.

We would also like to thank our volunteer Vernita Dauda for her excellent work on this project.

## Key findings

Despite all the efforts made since March this year, including the NEL CCG letter sent to all GP practices, we found that:

18% of the GP practices in Hackney still require proof of identity  
and  
26% still require proof of address

Nine out of the 39 GP Practices have been consistent in not requesting proof of address and/or ID during registration or after registration.

During the research it was also found that receptionist at some GP Practices have poor awareness and understanding of their practices' new patient registration process. They were not confident about the information they provide and had to go back and forth, seeking advice from a colleague.

Calls to surgeries to clarify their position in November showed inconsistency in the information provided by the different members of the staff at the same GP practice.

This raises a concern as receptionists are frontline staff and the first point of contact for patients seeking information.

It is important to note that a quarter of Hackney's population have English as their second language and as a result may experience a language barrier. This could affect their ability to access needed information and services. Encountering a receptionist that unable to confidently provide clear information about the practice registration process will be an additional barrier.

## Recommendations

Following the report in March 2021, and our last review in October 2021, we are suggesting the following recommendations to suggest improvement to new patient registration process.

- The NEL Clinical Commissioning Group contact all GP practices to emphasise that practices should not refuse to register patients who are unable to provide proof of ID or address.
- NEL CCG urgently request NHS Digital to change the process practices use to verify registrations with the Patient Demographic service, so that practices are not penalised for any discrepancies in patient details.
- Under the oversight of the NEL CCG Primary Care Commissioning Committee NEL CCG convene a working group of itself, the City and Hackney GP Confederation and the City and Hackney Local Medical Committee to carry out a focused campaign to ensure all GP practices operate in line with NHS Guidance on patient registration to ensure all barriers are removed for migrants registered with a GP.
- Practices are encouraged to adopt a standard registration form that is sensitive to the inability of some residents to provide proof of identity and/or address.
- GP websites are changed to reflect best practice regarding patient registration.
- Reception staff are trained to understand that proof of address and identity must not be required, and that sensitivity is required to ensure all residents are treated equally and encouraged to register with a GP practice.
- GP practices to provide or develop an inclusive registration policy, have posters across the surgery or information leaflets with registration process
- GP practices consider signing up to [Doctors of the World's Safe Surgeries initiative](#) to tackle the barriers faced by many migrants in accessing healthcare.

## Proof of Identity (ID)

- 26 out of the 39 GP Practices asked for proof of identify - photo identification such as a passport or driving licence. However, 19 of the 26 practices required proof of ID only if the patient wanted access to the online Patient Access platform, where they can have access to medical records, book GP appointments, order repeat prescription.
- 4 practices had a no 'No ID, NO registration' policy, providing little or no alternative for people without ID.
- The receptionists of three of the GP practices requesting proof of ID or/and address said that discretion could be used, or management would be consulted for advice, in situations where no proof could be provided.
- Two practices offered 14 days and 3 months' temporary registration for those without proof of ID, or address, however, if the ID is not provided within the timeframe, the patient would be removed from their list.
- One practice asked for a supporting letter from a third party organisation (Social worker, or charity group).
- **One practice was strictly refusing registration for asylum seekers or undocumented and homeless people.**

During the March research one practice (Gadhvi Practice) said they would register an individual without proof of address and ID but the individual would have to provide one as soon as possible. This was within the NHS guidelines that someone should be registered and the paperwork requested later if necessary. **However**, in October, the practice had a No proof, No registration policy. We were told that the proof was needed for verification purposes.

**These approaches contradict and breaches NHS England Registration guidelines.**

Hackney is one of the most diverse boroughs in London, home to people with different immigration, financial and social status. According to 2015 Indices of Deprivation Hackney was listed as the eleventh most deprived local authority in England with the poverty rate of 36% well over the London average poverty rate of 27.5%. Therefore, while it is relatively easy for some of its residents to provide the required documents, others cannot afford to provide these (especially photographic ID) because of the financial cost involved.

Poverty and the lack of access to primary health care, due to the lack of affordability of id documents could potentially lead to poor health outcomes for poorer local residents.

## Proof of Address

Ten practices out of 39 asked for proof of address as a requirement for registration.

Some practices asked that the proof of address such as utility/telephone bills, bank statement should be within the last 3 months, whilst other asked that it was within 6 months. The receptionists at these surgeries said this was done to ensure that the individual(s) resides within the practice catchment area, to make home visits easier for doctors and nurses.

One GP practice said that a letter from a neighbour or a long-term local resident could be used as a proof of address.

One GP practice does not ask for proof ID but asks for the individual's NHS number or previous GP details and proof of address. This is deterring some people from registering. In particular, newly arrived asylum seekers and migrants who have never accessed primary care services before and therefore do not have an NHS number or a previous GP.

The reasons given may sound reasonable, however it is important that all Hackney GP Practices adhere to NHS Registration guidelines to ensure uniformity in registration process and equality of access for all residents across the borough. The mandate clearly specifies that lack of paperwork is not an acceptable reason -for a GP practice to use to refuse registration.

## Online and hardcopy registration

Online registration was available at 38 out of 39 practices.

The Greenhouse surgery was operating walk-in registration only.

All 39 practices were offering in-person (paper form) registration.

One surgery receptionist mentioned that online registration is mainly encouraged. This is because the hard copy form is longer and needs more details. It is not clear why this cannot be amended to bring it into line with the newer E-registration form.

## Comparison

Review March 2021	Review October 2021
23 (59%) out of 39 GP practices asked for proof of identity	7 (18%) out of 39 GP Practices asked for proof of ID.
27 (69%) out of 39 GP practices asked for proof of address	10 (26%) out of 39 GP Practices asked for proof of address.

## Information on GP websites

We carried out a detailed review of all GP practices websites between June and July 2021. Our aim was to increase the accessibility and quality of the information available on GP practice's website and improve patient relations with these practices.

The COVID-19 pandemic underlined the importance of publishing information on websites clearly and accessibly, as contact by phone and in person was restricted. Also publishing clear information on practice websites can help reduce some of the pressures on GP practices which have arisen during the pandemic.

One of the areas we looked at was the **new patient registration process and requirements information**. A key finding of the review related to *was that despite* our report on [GP registration](#) published in May 2021 and the letter from the Clinical Commissioning Group sent to all GP practices in Hackney, 18 out of 38 practices reviewed were still requesting proof of ID and/or address as a requirement to prove eligibility to register as a patient, on their websites.

Following our recommendations 13 out of the 18 practices reviewed amended the new patient registration requirement information on their website and added the following message:

*"We may ask to see proof of ID and/or address in order to ensure we register you with the correct details - however we will always register you even if you do not have these documents".*

However, five practices did not respond to our recommendations.

To read the full report go to [GP website review: Improving online information about GP services, saving time for patients and surgery staff](#).



## Summary of practice websites in respect of patient registration

GP practice name	New patient registration process during the review	Results of our recommendations
Allerton Road Medical Centre	No proof of ID or address is required. Only online registration option is given.	Registration in person (hard copy new patient registration form) should be promoted.
Athena Medical Centre	No proof of ID or address is required.	No action was needed
Barretts' Grove Surgery	Proof of ID and address is required.	Patient registration requirements reviewed and amended.
Barton House Group Practice	Proof of ID is required only for access to medical records.	No action was needed
Beechwood Medical Centre	No proof of ID or address is required. PDF registration form is the only option which makes it difficult to complete.	New patient online registration form implemented.
Broke road surgery	Proof of ID and address is required. Only PDF registration form available.	No action was taken
De Beauvoir Surgery	Proof of ID and address is required.	Patient registration requirements reviewed and amended.
Elsdale Street Clinic	No proof of ID or address is required.	No action was needed
Granwich Road Surgery	Proof of ID and address is required.	Patient registration requirements reviewed and amended.
Healy Medical Centre	Unclear message regarding what documentation is required.	Patient registration requirements reviewed and amended.
Kingsmead Healthcare	Proof of address is required. Proof of ID is required for Online Services.	Patient registration requirements reviewed and amended.
Latimer Health Centre	Proof of ID and address is required.	No action was taken
London Fields Medical Centre	No proof is required when registering online, but proof is needed when registering at the practice.	No action was taken
Lower Clapton Group Practice	No proof of ID or address is required.	No action was needed
Queensbridge Group Practice	No proof of ID or address is required.	No action was needed
Richmond Road Practice	No proof of ID or address is required.	No action was needed
Rosewood Practice	No proof of ID or address is required.	No action was needed
Sandringham Practice	Proof of ID and address is required.	Patient registration requirements reviewed and amended.
Shoreditch Park Surgery	Proof of address is required.	Patient registration requirements reviewed and amended.

GP practice name	New patient registration process during the review	Results of our recommendations
Somerford Grove Practice	No proof of ID or address is required.	No action was needed
Southgate Road Surgery	No proof of ID or address is required.	No action was needed
Spring Hill Practice	Proof of ID and address is required. No pre-registration requirement when registering online during Covid.	Patient registration requirements reviewed and amended.
Stamford Hill Group Practice	No proof of ID or address is required.	No action was needed
Statham Grove Surgery	Proof of ID and address and NHS number is required.	Patient registration requirements reviewed and amended.
The Clapton Surgery	No proof of ID or address is required.	No action was needed
The Elm Practice	Proof of ID and address is required when registering at the practice. No proof is required when registering online.	Patient registration requirements reviewed and amended.
The Cedar Practice	No proof of ID or address is required.	No action was needed
The Dalston Practice	No proof when registering online but proof is needed when registering at the practice.	No action was taken
The Gadhvi Practice	No proof of ID or address is required.	No action was needed
The Heron Practice	No proof of ID or address is required.	No action was needed
Hoxton Surgery	Proof of ID and address are required.	Patient registration requirements reviewed and amended.
The Lawson Practice	Proof of ID and address are required. No pre-registration requirement when registering online during Covid.	Patient registration requirements reviewed and amended.
The Lea Surgery	Proof of ID and address is required.	Patient registration requirements reviewed and amended.
Nightingale Practice	No proof of ID or address is required.	No action was needed
The Riverside Practice	No proof of ID or address is required.	No action was needed
The Wick Health Centre	Proof of ID and address is required.	No action was taken
Trowbridge Surgery	No proof of ID or address is required.	No action was needed
Well Street Surgery	No proof of ID or address is required.	No action was needed

## How to register with a GP?

GPs can register anyone they wish. However, all GP practices have a catchment area and must register any person living within that catchment area, unless the GP practice's list is full. All the GP practices in Hackney (2021) are currently open for new patients. GPs may also elect to register people that live outside of their catchment area, but can decline to provide certain services due to the distance from the practice, e.g. home visits.

### Out-of-area registrations - Extended Catchment Area

There is no obligation to participate in this scheme - practices can choose whether to register out-of-area patients, who can access all services from the GP practice except home visits and urgent treatment. NHS England is responsible for procuring urgent GP services and home visiting should a patient need to be seen where they live. In most areas this will be delegated to CCGs through co-commissioning arrangements. Practices should only register an out-of-area patient after they have got assurance from the regional team or CCG that these arrangements are in place where they live.

<https://www.legislation.gov.uk/ukxi/2015/1862/regulation/30/made> 19 You can look up GP surgeries for your area to see what they offer: [www.nhs.uk/service-search/find-a-gp](http://www.nhs.uk/service-search/find-a-gp). This link will show you GP practices nearest to where you live. Once you have identified a GP that you think might meet your needs, you should contact them to see if you live within their catchment area.

If you are within their catchment area, or if you live outside their catchment area and they are willing to register you, you can go to the surgery and register, or give them a call, or register with them online.

**According to the Regulations, you are not required to show 'photo ID' to prove your identity or provide evidence of your address.** To register at some practices, you can download the GMS1 online registration form, which is the standard registration form for GPs. You can also print it out and hand the completed form to the GP practice.

As an alternative, if you live in northeast London, you can use this link to [Register with a GP online - NHS London \(eastlondonregistergp.nhs.uk\)](http://eastlondonregistergp.nhs.uk).

Once you enter your postcode, the site will show you the GPs whose catchment area you live in. You can then choose the practice you want to join, complete an online registration form, and submit it. Your information will automatically go through to the chosen GP, and they must register you. Once you are registered, the GP practice may contact you for a health check and might provide information about the services they provide.

The 2021 Healthwatch Hackney report on GP registration showed that some practices were still asking for proof of address or ID to register when that is not

legally required. You will be asked for your address, and the GP administration team will check if you're in their catchment area, but you do not need to provide any documentation to prove that's where you live. Equally ID is not required for registration.

**ID will only be required if you want to view and have access to your medical records online.** You will not have access to this very sensitive and confidential information without verifying your ID, e.g. by producing one of the following:

- passport
- birth certificate
- HC2 certificate
- your rough sleepers' identity badge
- your hostel or accommodation registration or mail forwarding letter
- If you're homeless, you can give a temporary address, such as a friend's address, a day centre, or the GP surgery's address.

**Not having a home address must not prohibit your registration.**

ID can also be verified via the NHS App. For more information, go to <https://www.nhs.uk/nhs-services/online-services/nhs-log-in/>.

You have a right to request a copy of your medical notes in hard copy from your GP at no cost. Your GP will check your records before you receive them, to make sure that you are unlikely to be harmed by anything you read in your medical records.

See detailed advice on access to medical records on the BMA website:

<https://www.bma.org.uk/media/2821/bma-access-to-health-records-june-20.pdf>.

## **Why you might be refused registration?**

There are a limited number of reasons why you could be refused registration:

- If you're outside the GPs catchment area
- If the GPs list is closed because they have too many patients and not enough staff/capacity.
- If you have previously been removed from the practice list because of inappropriate behaviour. In this case there are alternative means of getting access to GP care.

## **What to do if you are refused registration?**

If you do have problems registering, you can

- call the NHS England Customer Contact Centre on: 0300 311 22 33
- contact Healthwatch Hackney on 020 3960 7454

If the GP refuses you registration, they need to give you a sound explanation.

## Changing GP practice

There might be a variety of reasons for you wanting to move to another GP practice, e.g.

- you have moved
- you have had problems with your current practice
- you were removed from the patient list by the GP
- you need a GP practice with better disabled access

## Transferring GP Practices and Transfer of Medical Records

Tell the GP surgery if you change your address, as you might be moving out of the catchment area. The process of moving from one practice to another is much the same as registering described above. Your medical records will be transferred from your old practice to the new one, and this should not take more than a few days. Most records should transfer electronically through a system called GP2GP. These electronic transfers should take three days from the point when the patients' registration with their new GP is processed, although there can sometimes be exceptions due to technical issues. The historical paper records (if not already fully uploaded to the electronic record) can take a bit longer because the physical records need to be collected and delivered to the new GP, but this should not prevent the new GP from providing a consultation using the electronic record.

“The City and Hackney Primary Care Enabler Board considered Healthwatch Hackney’s report at its meeting on 13<sup>th</sup> of January 2022.

It was noted that this was a follow up report to the one published in March of last year and it was evident that much improvement had taken place, which was in part aided by Healthwatch Hackney’s work on improving the information content on GP practice websites.

Prior to the meeting City and Hackney’s director for primary care contacted all ten practices which in the report were still indicated as requiring either proof of address or ID or both. All practices contacted confirmed that proof of ID and address were not needed for registration and were extremely disappointed that on this occasion Healthwatch Hackney had been told the wrong thing.

Practices said that they regularly put on training and reminders for their staff on registration requirements. However, due to the pandemic turnover of reception staff, sickness rates and use of temporary staff were higher than ever which meant it was harder to ensure that staff were saying the right thing all of the time.

Practices would continue to regularly remind existing staff of the correct registration requirements as well as induct new staff.

The City and Hackney GP Confederation would also put on additional training for all practices.

Healthwatch Hackney was thanked for another excellent and helpful piece of work.”

## Summary of practice registration requirements

Y=Yes; N=No;

MARCH 2021 review			OCTOBER 2021 review		Changes made after our report in March 2021
Practices	Proof of Address for registration	Proof of ID for registration	Proof of Address for registration	Proof of ID for registration	
Allerton road Medical Centre	No proof of ID or address needed		No proof of ID or address needed		No changes needed
Athena Medical Centre	No proof of ID or address needed		No proof of ID or address needed		No changes needed
Barret's Grove Surgery	No Proof of ID/Address, No Registration		No proof of ID or address needed		Improvement made
Barton House Group Practice	Y	Y	Y	Y	No changes made
Beechwood Medical Centre	Y	Y	No proof of ID or address needed		Improvement made
Brooke Road Surgery	Y	Y	No Proof of ID/Address, No Registration		No changes made
De Beauvoir Surgery	Y	Y	No proof of ID or address needed		Improvement made
Elsdale Street Clinic	Y	Y	No Proof of ID/Address, No Registration		No changes made
Cranwich Road Surgery	Y	Y	No proof of ID or address needed		Improvement made
Healy Medical Centre	No proof of ID or address needed		No proof of ID or address needed		No changes needed
Kingsmead Healthcare	Y	Y	Y	N	Some improvement made
Latimer Health	Y	Y	No proof of ID or address needed		Improvement made
London Fields Medical Centre	No proof of ID or address needed for online registration but for in-person registration		No proof of ID or address needed		Improvement made
Lower Clapton Group Practice	No proof of ID or address needed		No proof of ID or address needed		No changes needed
Queensbridge Group Practice	No proof of ID or address needed		N	Y	Negative change
Richmond Road Practice	No proof of ID or address needed		No proof of ID or address needed		No changes needed
Rosewood Practice	Y	Y	No proof of ID or address needed		Improvement made

MARCH 2021 review			OCTOBER 2021 review		Changes made after our report in March 2021
Practices	Proof of Address for registration	Proof of ID for registration	Proof of Address for registration	Proof of ID for registration	
Sandringham Practice	N		No proof of ID or address needed		No changes needed
Shoreditch Park	N		No proof of ID or address needed		No changes needed
Somerford Grove Practice		Y	No proof of ID or address needed		Improvement made
Southgate Road Surgery	Y	Y	No proof of ID or address needed		Improvement made
Spring Hill Practice	Y	Y	No proof of ID or address needed		Improvement made
Stamford Hill Group Practice	Y		Y	N	Some improvement made
Statham Grove	No Proof of ID/Address, No Registration		No proof of ID or address needed		Improvement made
The Clapton Surgery	Y		Y	Y	No changes made
The Elm Practice	No Proof of ID/Address, No Registration		No proof of ID or address needed		Improvement made
The Cedar Practice	No registration for asylum seekers or undocumented migrants		No proof of ID or address needed		Improvement made
The Dalston Practice	No Proof of ID/Address, No Registration		No proof of ID or address needed		Improvement made
The Gadhvi Practice	Registration can be done without ID/Proof of address but needed to be provided immediately after		No Proof of ID/Address, No Registration		Negative change
The Heron Practice	Y	Y	No proof of ID or address needed		Improvement made
The Hoxton Surgery	Y	Y	Y	N	Some improvement made
The Lawson Practice	Y	Y	Y	N	Some improvement made
The Lea Surgery	Y	Y	No proof of ID or address needed		Improvement made
The Nightingale Practice	No proof of ID or address needed		No proof of ID or address needed		No changes needed
The Riverside Practice	No proof of ID or address needed		No proof of ID or address needed		No changes needed
The Wick Health Centre	No proof of ID or address needed		No proof of ID or address needed		No changes needed
Trowbridge Surgery	No proof of ID or address needed		No proof of ID or address needed		No changes needed
Well Street Surgery	No Proof of ID/Address, No Registration		No Proof of ID/Address, No Registration		No changes made

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<p><b>Health in Hackney Scrutiny Commission</b></p> <p>9<sup>th</sup> February 2022</p> <p><b>Transformation Programme in Adult Social Care</b></p>	<p>Item No</p> <p><b>6</b></p>
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## PURPOSE

This is the second in a series of three planned items looking at developments in the Adult Social Care service. In November the Commission discussed an overview of current provision and the scope and remit of the service and this paper builds on that by briefly setting out the transformation programme.

## OUTLINE

The aim of this item is to discuss the 'Adult Social Care Transformation Programme' and it will consider:

- challenges faced by adult social care in Hackney
- the vision for adult social care in Hackney
- meeting our challenges through transformation
- transformation priorities
- transformation delivery
- how will we know it's working?

Attached please find a briefing '*Adult Social Care Transformation Programme*'.

Also included for information is the scene setting paper *What is Adult Care?* considered or the Nov meeting but which provides key context for the discussion on the transformation programme.

Attending for this item will be:

**Helen Woodland**, Group Director Adults, Health and Integration  
**TBC Ann McGale**, Director of Adult Social Work and Operations  
**TBC Leanne Crook**, Interim Deputy Head of Commissioning – Adult Services

## ACTION

The Commission is requested to give consideration to the briefing.

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# Adult Social Care Transformation Programme

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February 2022



# What I'll cover today

Challenges faced by adult social care in Hackney

The vision for adult social care in Hackney

Meeting our challenges through transformation

Transformation priorities

Transformation delivery

How will we know it's working?

Questions



# Challenges facing Adult Social Care in Hackney



## **Demand for, and acuity of, care is increasing**



The growth in all age population between 2016 and 2020 was on average 1.13%, whilst the increase in those receiving care in same period was 6.14%.

## **Cost of providing care and total spend is also increasing**



Year-on-year, the forecast increases by approximately 10% which represents an additional cost in the region of £4m.

This demand is above additional funding made available for ASC.

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## **Recruiting and retaining talent in the care sector is an issue**



Amongst front line teams, 18% of roles are either vacant (7%) or filled by agency workers (11%), and turnover is high. This is much higher in Housing with Care. This impacts service quality, staff wellbeing and adds budgetary pressures.

## **Recovery from the cyber attack is ongoing**



Recovering data and restoring a fully functioning, efficient and safe case management system for ASC has been complex. At present, staff are using incomplete systems whilst recovery and rebuilding continues.



## Our vision

Our residents lead fulfilling lives, are empowered to retain maximum independence and feel a part of their communities. Support is available at the right time in the right place with a focus on wellbeing and what matters to them.

## Our principles

**Accessibility:** the right services are available and accessible, and eligibility is clear

**Personalisation:** care is personal to the needs, wants & ambitions of those who draw on it

**Quality:** care is high quality, and delivered by trained and supported staff

**Prevention:** support is proportionate and aims to maximise individuals' independence

**Safety:** a person's right to live in safety, free from abuse and neglect is prioritised

# Meeting our challenges through transformation



To deliver our vision for Adult Social Care in a way that provides value for money and is financially sustainable, we need to transform how we are delivering care and support.

The challenges facing us and our communities have changed. Our approach needs to reflect this, whilst continuing to prioritise our key principles.

A new transformation programme was developed in Autumn 2021, and is now underway.

# Transformation priorities



## Worksteams

## High level objectives

### Process

Developing processes that facilitate...

**Best Client Experience:** streamlined end-to-end journey for Adult Services clients

**Best Working:** productive, collaborative and satisfied teams

**Best Care:** care and support that is preventative, proportionate, personalised and promotes independence

**Best Value:** delivering our statutory duties to a high standard

### Organisational design & development

Attract a diverse range of talent into Hackney Adult Services through; a recruitment process that is inclusive and reflects our vision, and a well managed and efficient selection process

Staff are invested in and supported from day one and can see a clear future for their long term career development through their work in Adult Services

### Digital tools for social care

Develop modern digital tools that enable practitioners to work safely, collaboratively, and in a strengths-based way

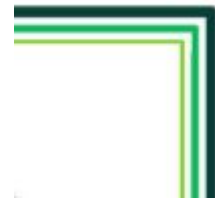
Use digital tools to better connect with Council and partner services, prioritising meeting the needs of residents and staff, and ultimately offer staff an improved user experience

### Culture

Embed a positive culture that promotes compassionate leadership and a shared purpose across the department



# Transformation delivery



## AH&I SMT

**Process**

**Org Design & Development**

**Digital tools for social care**

**Culture**

### Strategic meetings

*Senior operational 'sponsor(s)', Transformation Leads, Head of Transformation, other key stakeholders.*  
 Purpose: ensure direction is aligned to workstream objectives, measure progress, agree priorities for what to work on next and mitigate issues and risks

**Project delivery teams\***

**Project delivery teams\***

**Project delivery teams\***

**Project delivery teams\***

**PHASE 1: Building a preventative 'Front Door'**

Improving Access to ASC

Improving communication with residents

Increasing efficiency by reducing admin

**Discovery:**  
 understanding how to attract people to work for Hackney ASC

Running a rolling & targeted recruitment campaign (Feb 2022)

**Relaunching skills academy & career pathways**

**Modern tools**  
 Developing a case recording and management system

Developing a finance & brokerage tool

**Mosaic recovery**  
 Restoring view only access

Planning for mosaic recovery programme

Co-designing new department values, principles and vision

Identifying opportunities and challenges to working to our vision and values

Implementing team and department level actions plans, including actions from staff surveys

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Current 'live' projects

\*Project teams may also establish their own project level governance

# Transformation delivery: resident engagement



We are transforming our services to deliver better outcomes and experiences for residents. Residents are engaged and involved throughout transformation, to shape and feedback on critical changes to the services they use.

*Page 14*  
*For example, we spoke to residents about their experience when first accessing social care to understand their challenges, as well as looking at information from complaints. Residents informed the design of changes to the process of requesting support from ASC and have been involved in testing the solutions we developed. All changes to the website to make requesting support from ASC simpler were tested by residents, and adapted based on their experience and feedback.*

The department runs resident engagement boards, such as a new Carers Partnership Board and the Learning Disabilities forum. Intelligence from these groups feed into our transformation priorities and projects.





Questions?



# What is Adult Social Care?

Overview



# What is Adult Social Care?



- The core purpose of adult social care (ASC) is to help people and their families and networks to achieve the outcomes that matter to them in their lives, enhance their wellbeing, maintain independence and to be safe.
- ASC services work with people who might have a care and support need and people who are informal carers of others, such as; older people, people with learning disabilities, people who are mentally unwell, people have long term conditions and and people with physical disabilities.
- Social care is often broken down into two broad categories of ‘short-term care’ and ‘long-term care’. Short-term care refers to a care package that is time limited with the intention of maximising the independence of the individual and eliminating their need for ongoing support. Long-term services are provided on an ongoing basis and range from high-intensity services like nursing care to lower-intensity community support.
- Any adult is entitled to an assessment to determine their eligibility, regardless of their financial status.

# Who is eligible for social care?

## Eligibility threshold

Care Act learning and development materials

An adult meets the eligibility criteria:

- Their needs are caused by physical or mental impairment or illness
- As a result of the adults needs they are **unable to achieve** two or more **specified outcomes**

■ **As a consequence there is or is likely to be a significant impact on the person's well-being**

The **specified outcomes** are:

- Managing and maintaining nutrition
- Maintaining personal hygiene
- Managing toilet needs
- Being appropriately clothed
- Being able to make use of the home safely
- Maintaining a habitable home environment
- Developing and maintaining family or other personal relationships
- Accessing and engaging in work, training, education or volunteering
- Making use of necessary facilities or services in the local community including public transport and recreational facilities or services
- Carrying out any caring responsibilities the adult has for a child

An adult is to be regarded as being **unable to achieve** an outcome if the adult:

- is unable to achieve it without assistance;
- is able to achieve it without assistance but doing so causes the adult significant pain, distress or anxiety;
- is able to achieve it without assistance but doing so endangers or is likely to endanger the health or safety of the adult, or of others; or
- is able to achieve it without assistance but takes significantly longer than would normally be expected.

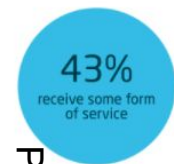
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ASC is means-tested. Individuals have to pay for support if they have money or property over £23,250. If they have less, a financial assessment will determine how much they will need to pay towards their care. Individuals will also be expected to use any income they have (for example, from a pension) to pay towards the cost of care, minus a Personal Expense Allowance, which is the minimum a person should be left with every week after paying for care. These amounts are very low, meaning most people will have to contribute something towards their care. The rates for 2021/22 are £24.90/week in England.

# Adult Social Care: The National picture



## How many people who request social care actually get it?



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In 2019/20, local authorities received 1.9 million requests for support from new clients – 560,000 from working age adults and 1.4 million were from older people.

In total, 839,000 people received long-term care (548,000 older people and 290,000 working-age adults). There were also 231,000 episodes of short-term care (203,000 for older people and 28,000 for working age adults).

Overall, around 43 per cent of people who request support receive some form of service, a further 28 per cent receive advice or signposting, and 29 per cent receive nothing.

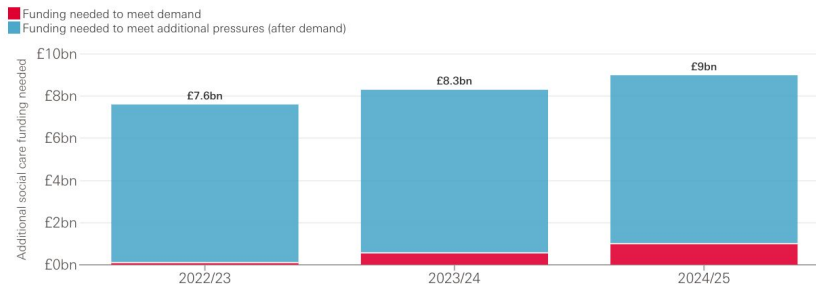
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Around 43% of people who approach their local authority for adult social care support receive some form of service, and a further 27% receive advice or signposting

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An additional £9bn is needed for adult social care in 2024/25 to meet demand and additional pressures

Additional funding needed for adult social care in England



Although the Spending Review (Oct 2021) made funding available for reforms such as a cap and improved means-test – funding for the current system is barely enough to meet future demands, let alone address the challenges social care faces. These challenges include; high levels of unmet need, poor workforce pay and conditions, and a fragile provider market.

**The rising cost of social care is driven by two main factors: increasing demand for services and increasing costs of providing them.**



# Adult Social Care: Workforce in England



## The state of the adult social care sector and workforce in England

**Key findings**  Source: Skills for Care workforce estimates and ASC-WDS data, 2020/21

[Download PowerPoint](#)

[Press here to view more data from the report](#)

Hover over charts to view more information

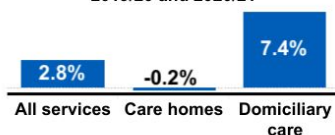
**1.67m jobs**  
1.54m people



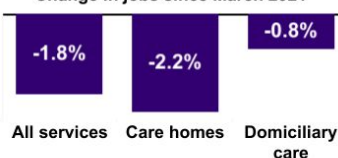
in adult social car..

### Jobs (filled posts) trends

Change in jobs between 2019/20 and 2020/21



Change in jobs since March 2021

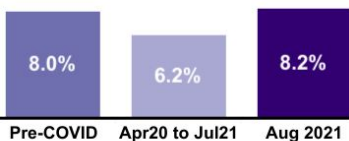


Between 2019/20 and 2020/21 the number of adult social care jobs increased by 45,000. Since March 2021 the number of jobs (filled posts) has started to decrease.

**105,000 vacancies**



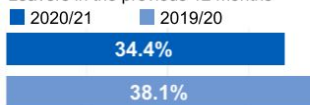
were being advertised on an average day in 2020/21



Staff vacancy rates decreased during the pandemic in 2020/21. Since March 2021, the vacancy rate has increased and is now back above pre-pandemic levels. This suggests the fall in jobs is related to recruitment and retention difficulties rather than a decrease in demand.

### Care worker turnover

Leavers in the previous 12 months



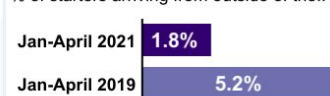
### Absence

Average days in the previous 12 months



### Nationality

% of starters arriving from outside of the..



- 6.8% of roles in adult social care were vacant in 2020/21.
- Forecasts show that if the adult social care workforce grows proportionally to the projected number of people aged 65 and over in the population between 2020 and 2035, an increase of 29% (490,000 extra jobs) would be required by 2035.

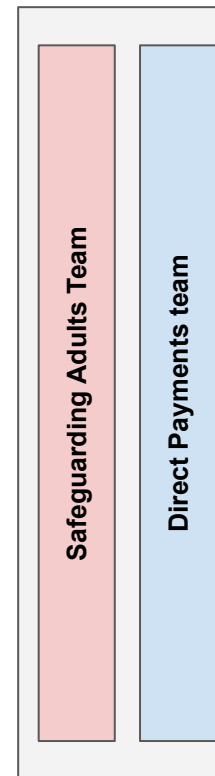
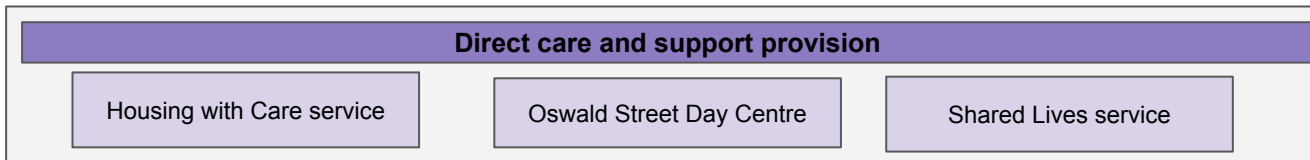
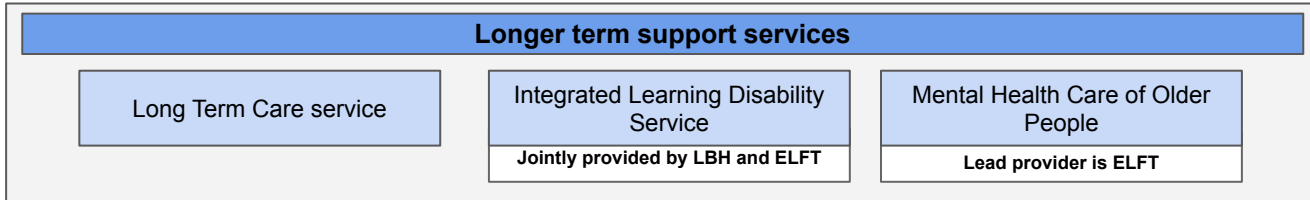
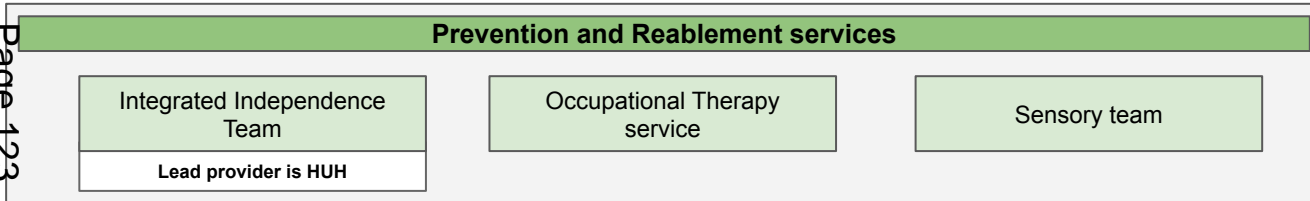
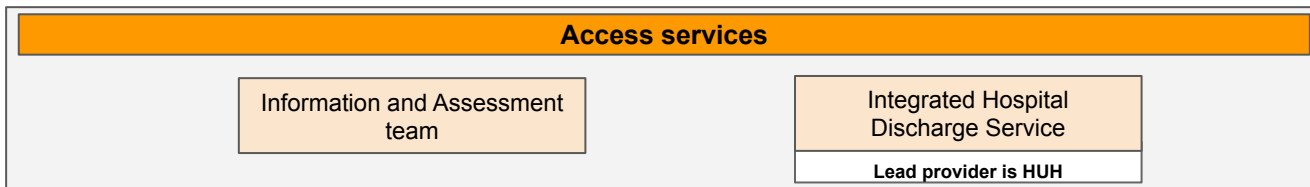
# Adult Social Care: The Hackney Picture



- In 2018, the population of Hackney was 279,994 of which 210,624 were over 20 years old.
- In 2020/21, approx 3600 adults accessed ASC services, just ~1.7% of the adult population. However, this accounts for ~30% of the overall Council spend.
- It is estimated 1,900 people accessing ASC services were aged over 65, and 1,600 aged between 18 – 64.
- On 1 Oct 2020\*, 482 people were in care home placements (68% of which were out of borough), and 1248 received home care support.
- According to the last Census, 19,300 residents identified as a carer. There are currently 2,828 carers registered, and ASC supported 1,535 carers during 2019/20.
- The growth in all age population between 2016 and 2020 was on average 1.13% but the growth in the number of people receiving care was on average 6.14% in the same period.

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# Summary of services directly or jointly provided by Hackney Council



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# Summary of services externally commissioned by Hackney Council



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Carers services

Supported Living

Residential and nursing care

Homecare services

Telecare, community equipment, assistive tech and adaptations

Lunch Clubs

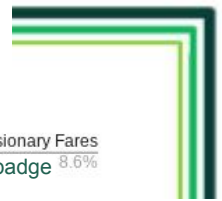
Advocacy support

Accommodation Based Support services

Day care and day opportunities

Floating Support Services

# Adult Social Care Gross Expenditure Budget: 2021/22



Supported Living  
12.2%  
~305 adults (~10% of LT service users)\*

Concessionary Fares  
~6000 blue badge holders 8.6%

Direct Payments  
~490 adults (~15% of LT service users) 5.8%

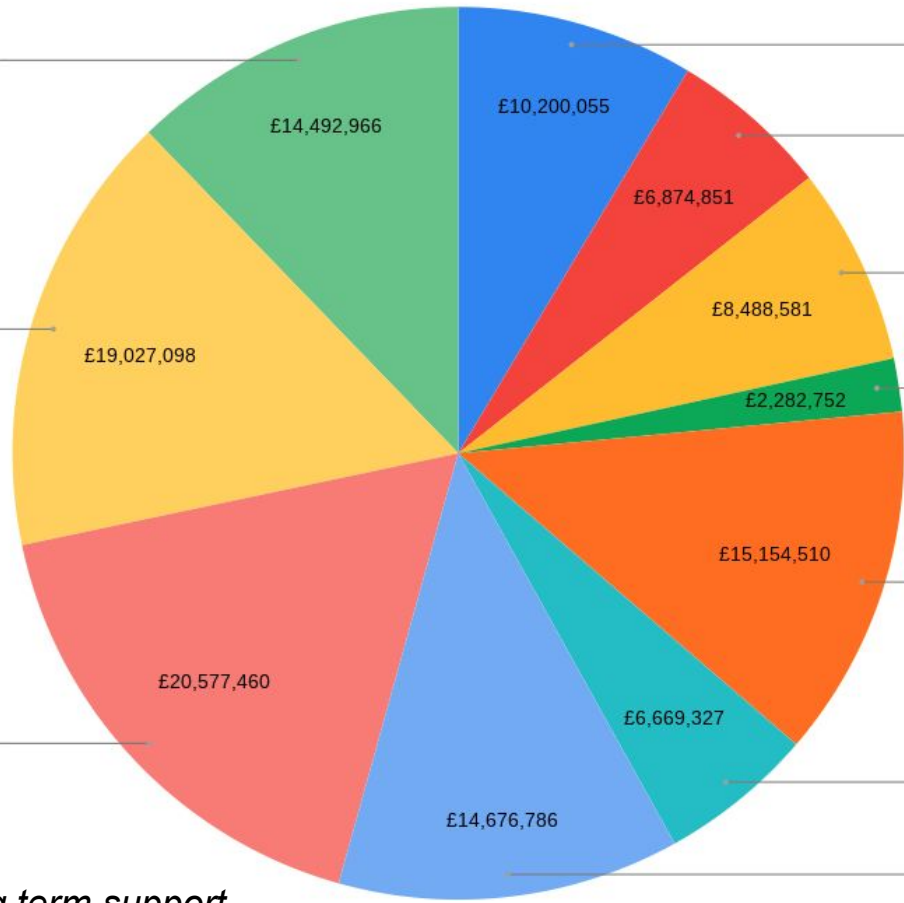
Direct Services  
~255 adults (~8% of LT service users) 7.2%

External Day Care  
~160 adults (~5% of LT service users) 1.9%

Homecare  
~1680 adults (~53% of service users) 12.8%

Nursing  
~220 adults (~7% of LT service users) 5.6% \*

Other ASC Contracts 12.4%



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Residential  
17.4%  
~440 adults (~14% of LT service users)\*

~3200 people accessed long term support

# Hackney Adult Social Care Workforce



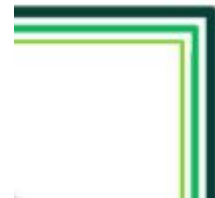
- In Sep 2021, over 600 staff work across the Adults, Health & Integration directorate (this includes Public Health).
- 86% are directly employed and 14% are agency workers.
- In addition, thousands of care and support workers are also employed by companies commissioned by the Council to deliver care, such as domiciliary care, care home staff etc. Hackney is a Living Wage employer, meaning all care workers are paid the London Living Wage.
- We face similar challenges with our workforce that we see nationally, such as an ageing care workforce, recruitment challenges, sustainability of the care market, and competition with other sectors such as retail and hospitality.
- Covid-19 vaccination has been made mandatory within care homes, and we expect to see this roll out to wider social care workforce groups. This *could* mean a loss of Hackney social care staff who are unwilling to be vaccinated.

# Local challenges



- Demand for care is increasing in Hackney at a time of reduced overall funding for local governments, and additional financial pressures related to the coronavirus outbreak and the recovery from the cyber attack.
- There has been a significant increase in the number of people discharged from hospital who require care and support compared to pre-pandemic. In addition, practitioners have reported that the care needs of those leaving hospital have become more complex, and we are seeing more working age adults with care needs than pre-pandemic.
- Recovery from the cyber attack is ongoing, and we are still operating with incomplete systems and data, causing delays, inefficiencies and increasing risk to practice.
- As of 23 Oct 2021, 116,774 people in Hackney remain unvaccinated. Uptake of the covid-19 vaccinations amongst the social care workforce in Hackney overall is also lower than some other London authorities. This will likely contribute to pressures during winter (especially the hospital discharge service), which is an already challenging period for services.
- We anticipate we may see the impacts of long covid resulting in increased demand for care over the coming years, though impact of this is yet unknown.

# Responding to the local challenges



Through a new transformation programme, ASC aims to...

- Support staff to deliver holistic services that **prevents more residents from reaching crisis**
- Facilitate **multidisciplinary** working with partners within **Neighbourhoods**, delivering more person-centred and joined-up care, especially for residents with the most complex needs
- Make Hackney an attractive place for ASC **staff to work, grow and develop**
- **Promote the independence** of people who use our services
- Adopt a user-focussed approach, and offer a smoother [journey through all ASC services](#)
- Embed learnings from **SARs** and ensure safeguarding is the golden thread
- Provide staff with **fit-for-purpose technology** that is safe and facilitates excellent practice
- Ensure services are **value for money**, efficient and financially sustainable
- Increase the uptake of the winter vaccination programme amongst social care staff



# The Transformation Programme



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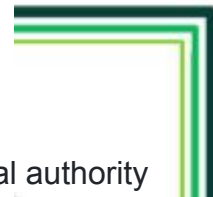
1. Process	2. Organisational Design & Development	3. ICT	4. Culture
<b>Operational Leads:</b> James Pearce & Zainab Jalil	<b>Operational Leads:</b> Ilona Sarulakis & Michelle Witham	<b>Operational Lead:</b> Ann Mcgale	<b>Operational Lead:</b> Helen Woodland
<b>Transformation leads:</b> Eden Munro Lisa Green	<b>Transformation lead:</b> Simon Richardson	<b>Transformation lead:</b> Sally Thomas	<b>Transformation lead:</b> Kat Buckley
This workstream will...			
Optimise the end-to-end resident journey through Adult Services, and embed Neighbourhood working	Develop an enhanced learning and development offer to attract and retain talent	Deliver a new ICT system that helps staff do what they need to do, safely and efficiently	Embed a positive culture that promotes compassionate leadership and a shared purpose across the department

# Health & Social Care Integration in England



- Health and social care challenges are interrelated. Better integration between health and social care will mean care becomes less fragmented and people are cared for in the right place for their needs, and navigating services will be simpler. A more holistic focus on prevention will mean less people will require hospital treatment, and health and care needs can be prevented, delayed, or reduced, and will mean more people maintain greater independence and an improved quality of life.  
Building on proposals in NHS Long Term Plan, The Government published a [white paper](#) in Feb 2021 which set out legislative proposals for a Health and Care Bill. Key to this was the proposal to establish integrated care systems (ICSs) as statutory bodies in all parts of England.
- This was further detailed in the Government's '[Building Back Better: Our Plan for Health and Social Care](#)' published in Sep 2021, along with wider details of plans to reform health & social care.

# Health & Social Care Integration in Hackney



On 1 April '21, the North East London Clinical Commissioning Group (NEL CCG) was formed by merging 8 local authority areas; Barking & Dagenham, City of London, Hackney, Havering, Newham, Redbridge, Tower Hamlets, & Waltham Forest.

NEL CCG is part of the [North East London Health and Care Partnership](#). This is our ICS, bringing together NHS organisations, local authorities, community organisations and local people to help residents live healthier, happier lives.

Within this ICS are three local Integrated Care Partnerships (ICPs). In City and Hackney, our ICP brings together a variety of partners to commission and deliver health, care and wellbeing services to our patients and residents.

## **Priorities for the City & Hackney ICP are;**

- Deliver a shift in resource and focus on prevention to improve the long-term health and wellbeing of local people and address health inequalities
- Deliver proactive community-based care closer to home and outside of institutional settings where appropriate
- Ensure we maintain financial balance as a system and achieve our financial plans
- Deliver integrated care which meets the physical, mental health and social needs of our diverse communities
- Empower patients and residents

The Neighbourhoods programme is supporting more joined up and multidisciplinary working amongst health, care and wider partners within smaller geographic footprints. ASC is a key partner within this programme, and is currently in the process of redesigning community, case holding teams around Neighbourhood footprints to support this.

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<b>Health in Hackney Scrutiny Commission</b> 9 <sup>th</sup> February 2022 <b>Covid-19 – update from Public Health</b>	Item No <b>7</b>
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## OUTLINE

Members are receiving monthly updates from the Director of Public Health on the Covid-19 situation.

This is a fast-evolving area and to ensure that the briefing is as up to date as possible, it will be TABLED on the night and included in the Public Document Folder for the meeting which is here:

[https://drive.google.com/drive/u/0/folders/15MOXfg63emLsW5hgNGPo4G4VfQrnJ\\_9t](https://drive.google.com/drive/u/0/folders/15MOXfg63emLsW5hgNGPo4G4VfQrnJ_9t)

Attending for this item will be:

**Dr Sandra Husbands**, Director of Public Health, City and Hackney

## ACTION

The Commission is requested to give consideration to the briefing.

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<p><b>Health in Hackney Scrutiny Commission</b></p> <p>9<sup>th</sup> February 2022</p> <p><b>Minutes of the previous meeting</b></p>	<p>Item No</p> <p><b>8</b></p>
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## OUTLINE

Attached please find draft minutes of the meeting held on 10<sup>th</sup> Jan 2021.

### Matter Arising from 8 July 2021

Action at 8.9

<b>ACTION:</b>	<i>Dr Mark Rickets to share with the Commission the government guidance on GDPR (General Practice Data for Planning and Research) when finally published and Dr Bhatti's response to it and advice.</i>
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This is awaited.

### Matters Arising from 10 January 2022

Action at 4.7(f)

<b>ACTION:</b>	<i>Communications Officer for the ICPB to share a draft of the forthcoming Guide to the ICS with Members once it is available</i>
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The Comms Team reports that the format of this document is still under review, but it is in progress and will be shared when a draft is available.

They also point out that there are a dedicated set of ICS pages on the NEL HCP website: <https://www.eastlondonhcp.nhs.uk/aboutus/north-east-london-integrated-care-system.htm>. These are regularly updated and contain key priorities for the system, FAQs, glossary of terms and a core centrally approved narrative. These pages will be added to on an ongoing basis, so that they become a key site for public messaging. ICS updates are also shared in the public (and stakeholder) bulletins which are shared with Members each fortnight.

Action at 6.4(c)

<b>ACTION:</b>	<i>SH to share with the Chair further background on the tracking of Public Health spend across the past two years feeding in to the 22/23 budget plan.</i>
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This is awaited.

## ACTION

The Commission is requested to agree the minutes and note the matters arising.

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London Borough of Hackney  
 Health in Hackney Scrutiny Commission  
 Municipal Year: 2021/22  
 Date of Meeting: Monday 10 January 2022 at 7.00pm

Minutes of the proceedings of  
 the Health in Hackney Scrutiny  
 Commission at Council  
 Chamber, Hackney Town Hall,  
 Mare Street, London E8 1EA

<b>Chair</b>	<b>Councillor Ben Hayhurst</b>
<b>Councillors in attendance</b>	<b>Cllr Kam Adams, Cllr Deniz Oguzkanli and Cllr Peter Snell</b>
<b>Councillors joining remotely</b>	<b>Cllr Kofo David, Cllr Michelle Gregory and Cllr Emma Plouviez</b>
<b>Council officers in attendance</b>	<b>Dr Sandra Husbands, Director of Public Health Chris Lovitt, Deputy Director of Public Health Helen Woodland, Group Director, Adults, Health and Integration</b>
<b>Other people in attendance</b>	<b>Tracey Fletcher, Chief Executive HUHFT/ ICP Lead for City &amp; Hackney Nicholas Ib, ICP Programme Lead for City &amp; Hackney, NEL CCG Cllr Chris Kennedy, Cabinet Member for Health, Social Care and Leisure Cllr Yvonne Maxwell, Mayoral Adviser for Older People Jonathan McShane, Integrated Care Convenor, C&amp;H ICPB Dr Mark Rickets, NEL CCG Clinical Chair for City &amp; Hackney Jon Williams, Executive Director, Healthwatch Hackney</b>
<b>Members of the public</b>	61 views
<b>YouTube link</b>	The meeting can be viewed at <a href="https://youtu.be/xq1q0nyCW_U">https://youtu.be/xq1q0nyCW_U</a>
<b>Officer Contact:</b>	<b>Jarlath O'Connell, Overview and Scrutiny Officer</b> <a href="mailto:jarlath.oconnell@hackney.gov.uk">jarlath.oconnell@hackney.gov.uk</a> ; 020 8356 3309

**Councillor Ben Hayhurst in the Chair**

## **1 Apologies for absence**

- 1.1 An apology for lateness from Cllr David.

## **2 Urgent items/order of business**

- 2.1 The Chair stated that, unfortunately, item 5 on King's Park Moving Together project had to be postponed as the contributors were ill and it would be taken instead at the 9 February meeting. He stated that in its place Public Health were providing an update on the Covid-19 situation and he thanked them for this. The Chair stated that the order would be item 4, item 6 and new item 5.

## **3 Declarations of interest**

- 3.1 There were none.

## **4**

## **5 How will City & Hackney's Place Based System operate with the NEL ICS**

- 4.1 The Chair welcomed to the meeting:

Tracey Fletcher (**TF**), CE of HUHFT and the ICP Lead for City and Hackney  
Jonathan McShane (**JM**), Integrated Care Convenor, City & Hackney ICP  
Nicholas Ib, (**NI**) ICP Programme Leader for City & Hackney ICP

- 4.2 Members gave consideration to a briefing paper '*NEL Health and Care Partnership update*' which had also gone to the INEL JHOSC. He added that the purpose of the item was to discuss further how the new City and Hackney Place Based System will operate under the NEL ICS which would be formally in place from 1 July, launch date having just been postponed from 1 April.
- 4.3 The Chair began by paying tribute to Tracey Fletcher who is moving on from role as Chief Executive of HUHFT. He stated that in 10 years she had taken it to 'outstanding' status and that the local system had been incredibly fortunate to have her. She was a very well respected leader who worked very hard and her departure would be a great loss for Hackney. TF thanked the Chair for his kind words and described her move from the Homerton where she had worked since 1997 and the succession plan that was in place for her various roles. The ICPB would shortly decide on the plan for her succession as the local system leader as well as being CE of HUHFT. She would be in post until the end of March.
- 4.4 TF then proceeded to give an update on where HUHFT was in relation to Covid patients i.e. that Covid cases were thankfully plateauing at under 100 and there was a 50:50 split re in-patients with and without covid.. She described the situation in relation to staff illness/absence due to Covid. High numbers of ill or covid positive staff self isolating has also stretched the service.

- 4.5 In response to a question on managing different cohorts within the hospital to tackle Covid, TF explained the use of quick test (not an LFT). She described the three key cohorts as: patients being treated for covid, patients being treated for other conditions but also have covid and non covid patients.
- 4.6 TF gave a verbal presentation on the balance between NEL ICS and local City and Hackney ICPB. A new joint council-CCG post - Director of Delivery would be in place within a few weeks. Nick Ib (Programme Leader for ICP) then described the local and NEL structures and the gradual evolution towards an NEL ICS. He described how it was an evolution, building on partnership working which had been going on for some years. The programmes of joint work between partners that exist will remain and be built on. The new ICS structures would now go live on 1 July, postponed from 1 April.
- 4.7 Members asked question and in the responses the following was noted:
- (a) In response to a question from the Chair on the discussions taking place regarding re council reps on new structures to ensure accountability and flow of finances down to 'place' level, NI explained that the framework is quite permissive and there was an eagerness to avoid one-size-fits-all. Jonathan McShane (Integrated Care Convenor for City and Hackney ) described his part-time role supporting the leadership of the system to develop this new 'place based partnership'. He has a key role in developing the 'People and Place Group' for the local system.
- (b) In response to whether the Neighbourhood Health and Care Board is making the real operational recommendations with the ICPB above it effectively rubber stamping them, JM explained that that the ICPB represented the 'what' i.e. it sets the vision and strategy, while the NHCP is the 'how' in that they work out the implementation.
- (c) In response to a question on how the future structure will operate post Tracey, TF outlined the approach and described some of the key roles within the ICPB e.g. the Clinical Lead (Dr Stephanie Coughlin), the new Delivery Development role (to be appointed) and work of the IT Enabler Lead who is from HUHFT. This means that key officers will think about system impacts and not just for their organisation.
- (d) JM clarified for a Member what was meant by 'system' in this context.
- (e) In response to a question on how the new System will address the wider determinants of ill health (eg poor housing, social isolation, poor or fragmented service provision) JM explained how it would be the two Health and Wellbeing Boards (one for City and one for Hackney) which takes the broader view on these wider determinants and gives strategic direction by securing buy in from all the local stakeholders and not just health and social care partners. He went on to explain how the HUHFT will act as an anchor institution in the system. Cllr Kennedy (Cabinet

Member) illustrated the point by explaining how at HWB the Parks Strategy was analysed for how it impact on health and wellbeing or how the efforts to reduce knife crime have a health and wellbeing dimension and the key role the HWB has to ensure that the various players in the local system think more broadly than service delivery. He added that individual cases are discussed regularly at the level at which they live through the structure of Multi Disciplinary Team meetings which will pick up each element of their needs and how these are being addressed. Dr Mark Ricketts (Clinical Chair for C&H, NEL CCG) added how the Health and Wellbeing Board, which he co-chairs with the Mayor, has been broadened considerably of late to assist with this approach.

(f) In response to a question on the need for greater 'comms' work with residents on explaining these new structures, JM replied that a Comms Officer was again, after a pause because of Covid work, working on a guide for the public and suggested that this could be circulated to Members for comment.

<b>ACTION:</b>	<b>Communications Officer for the ICPB to share a draft of the forthcoming <i>Guide to the ICS</i> with Members once it is available</b>
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(g) In response to a question on what the current feeling was on how much resource would come down to place based level from the ICS, TF explained that most of the out-of-hospital funding would come to 'place' level. She went on to detail the role of the 'Provider Collaborative' on acute care and on critical care adding that it would be complemented by a similar 'Mental Health Collaborative', a 'Community Care Collaborative' and eventually a 'Primary Care collaborative'. She added that she would argue in ICS meetings that 'Place' needs to be predominant in the structures

(h) In response to a question from the Char on the Acute Collaboratives and whether it was in the forward trajectory that HUHFT would have to share governance with Barts-BHRUT, TF explained how the organisations work within the place based partnership and then across the neighbouring acute providers. She added that there had been no discussion along these lines and it was really important that the focus on 'place' continues and that City and Hackney show others in NEL what is possible and what can be achieved.

4.8 The Chair thanked the three speakers for their reports and attendance and added that the commission as well as INEL JHOSC would keep a watching brief on the development of the ICS locally, particularly as the go-live date had moved to July.

<b>RESOLVED:</b>	<b>That the report and discussion be noted.</b>
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## 6 Covid-19 update from Public Health

- 5.1 This item replaced the one on King's Park Moving Together which had to be postponed to the 9 Feb meeting. The Chair stated that he had asked Public Health to provide a further update on the Covid-19 situation in the borough. The Commission had been receiving these at each meeting during the course of the pandemic. He welcomed to the meeting:

Dr Sandra Husbands (**SH**), Director of Public Health for City & Hackney  
Chris Lovitt (**CL**) Deputy Director of Public Health for City & Hackney.

- 5.2 Members gave consideration to a TABLED briefing report *Covid-19 update to HiH 10 Jan 2022*
- 5.3 CL took Members through the presentation in detail with slides detailing the following points: *An estimated 1 in 10 people had COVID-19 in London in the last week of December; School-aged populations have recorded the highest incidence rates each week since the return of schools; Hackney recorded lower PCR testing and positivity rates than the London and England averages in the latest week; Nearly 10% of Hackney's residents received a COVID-19 vaccination in the week ending 19 December 2021; Hackney and the City continue to record lower vaccination rates than the NEL average despite higher rates of invitation and COVID-19 related staff absences are at their highest level since April 2021 across NEL*

CL described the impact the Omicron variant was having locally and the key messages were that the number of new COVID-19 cases recorded among residents of Hackney hit a record high in the last three weeks of December 2021 and the ONS' Infection Survey estimated that 1 in 10 people had COVID-19 in London in the week ending 31 December 2021. There had been increases within both school-aged population and the over 60s and a large increase in positivity rates over all. He went on to detail the good progress made on the booster uptake and describe the challenge caused by the increase in staff absences in Acute settings because of high positivity rates.

- 5.4 Members asked questions and the following was noted in the responses:

(a) The Chair described how behavioural experts were saying that community based approaches were best and therefore could door to door approaches be used more widely and whether there was sufficient mapping done to enable this. CL described how there were no cash limits on what can be done within the system to meet the vaccine requirements as it's a number one priority for the NHS but SH cautioned that

door to door was probably not the most productive and instead going into local communities (where there is still low uptake) and directly addressing community concerns there by doing community testing and outreach pop-up clinics etc.

(b) In response to a question on why local schools haven't implemented HEPA air filters and about what else Public Health can do to assist schools improve their ventilation, SH stated that they were very actively engaged in advising schools on air filters and providing them with links to HSE's detailed and practical guidance on ventilation. The task of assessing air flow or providing individual HEPA filters for every space in each school would be too huge a task. In response to the serious concern here a group of London Directors of Public Health had put a proposal to DHSC to suggest that the underspent billions from the Test & Trace programme be put towards improving ventilation in schools, acknowledging that it will cost billions.

(c) Cllr Snell thanked Helen Woodland (Group Director - Adults, Health and Integration) for an excellent briefing she had provided to him on the excellent work being done to contact and vaccinate care workers. A key element of this was work being done with women who are pregnant and therefore resistant and he asked what progress was being made on working with cohorts who are still resistant and would it not be best to enable clinical experts to speak directly to individuals. CL elaborated on the work they'd done in tackling resistance within social care staff. Individual conversations had taken place and more broadly there was a big push on call and recall and on text messaging those still not vaccinated.

(d) Members asked about figures for vaccinating 12-15 yr old and for clarity on the rumour that the government was planning to end universal free Lateral Flow Tests. SH replied that there was no plan to do so. CL directed Members to the local website dashboard which gives the latest uptake data where they could see the progress being made on each cohort. Re 12-15 yr olds the rate was lower than they were aspiring to and they were still mostly working through first doses but steady progress was being made.

(e) Jon Williams (Healthwatch Hackney) expressed concern about the government's plan to reduce the self-isolation period from 7 to 5 days and whether this was good medical advice. SH replied that she was concerned about this as there was no good epidemiological reason for doing it as there would still be detectable virus then. She added that LFTs were good at detecting high levels of virus and the combination of having a series of LFTs to release a person from isolation before the 10 day period and continuing with other measures was therefore really important. By reducing the time to 5 days it was much more likely that people would still be carrying high levels of virus.

- 5.5 The Chair thanked the Public Health officers for this additional update and for their attendance.

<b>RESOLVED:</b>	<b>That the report and discussion be noted.</b>
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## 7 Public Health Spend

- 6.1 The Chair stated this item had been prompted by discussions amongst Scrutiny Panel Members on the budget which touched, in part, on the funding situation of Public Health and he'd invited the DPH to provide a briefing. He welcomed for this item:

Dr Sandra Husbands (**SH**), Director of Public Health for City & Hackney.

- 6.2 Members gave consideration to the report '*Public Health Budget Summary*'. The report detailed: *the C&H Public Health Grant compared to other London LAs; the C&H Public Health spending themes; the Grant Funding from the Contain Outbreak Management Fund (COMF); the spend and what's committed to date on the COMF, the grant funding for Test and Trace and the spend so far and funding committed to date for it.*

- 6.3 SH took Members' through her presentation. In her comments it was noted that Hackney was relatively well funded for Public Health compared to our neighbours. The amount of grant, since it moved in from the PCT, was not related to population size or measures of deprivation or public health need in a borough, but rather a reflection of historical spend. She explained how the budget broke down and about the use of core grant for statutory services. She also described the 'other spend' related to spending of public health money in other sections of Council when it supports the wider public health agenda e.g. additional environmental health officers or trading standards officers who work on tobacco control. She also detailed the use of the 'Contain Outbreak Management Fund' which was the Public Health part of the response to the Covid-19 pandemic and how that money was allocated and accounted for.

- 6.4 Members' asked questions and the following was noted in the responses:

(a) SH clarified for the Chair about the carry forward of £800k from 20/21 which will be on top of the £2.8m allocated for 21/22. SH then described the future of the Test & Trace funding. The T&T and COM funding combine elements of local infrastructure which is needed, additional recruitment and the consumables required to provide the service.

(b) The Chair clarified that Members wished to explore here whether there would be a reduction overall in Public Health spend over the next 2 years. SH set the context and described the strategic approach to reducing current spend in ways which cause the least impact e.g. illustrating it with the example of their change of approach to tackling low rates of physical activity in the borough.

(c) The Chair asked about potential reductions in Public Health spend in 2022/23. SH replied that reductions had already been identified in very specific areas but overall they were relooking at all of the commissioned services and benchmarking. The Chair asked if Members could have sight of how these changes are tracked across the budget plan - what is getting less, what is getting more, what is being replaced with a different commissioning approach.

<b>ACTION:</b>	<b>SH to share with the Chair further background on the tracking of Public Health spend across the past two years feeding in to the 22/23 budget plan.</b>
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(d) A Members asked about the balance of spend on sexual health services vis-a-vis tackling obesity and how we compared with other boroughs on this and how we monitor the success of preventative work. SH described how spending money on subsidised activities that people are likely to do anyway is not necessarily the correct approach and that the emphasis instead has to be on driving behavioural change. On the issue of sexual health services spend, it was high because it had to be an open-access service. She added that increasing levels of home-testing was aiding the budget pressure. A key component in this spend was on PrEPs (pre exposure prophylactics) for those at risk of HIV. CL (Deputy Director of Public Health) added that the high rates of sexually transmitted infections in Hackney was because it has a higher young population than many neighbours and he explained the spending options involved. Cllr Kennedy (Cabinet Member) added that the interventions as part of the Kings Park Moving Together was another good example of well targeted preventative spend.

(e) Members asked about Public Mental Health spend and how these services are bracing for a surge in demand post pandemic and whether the budget is sufficient. SP explained that the spend with the providers of the Mental Health Network was a mix of preventative projects and about helping people to build resilience. These were treatment services and so not pure 'public health'. The challenge here always was to strike a balance by commissioning culturally appropriate talking therapy programmes. The Chair commented that in the past funds had been reduced for organisations such as Derman and then GPs had complained that they were then left with managing this demand which had then got too much. SH acknowledged this history but stated that it shouldn't fall on Public Health to fill this gap in primary care funding and concluded that we would not be able to stem demand unless more was done at the preventative end.

(f) Members asked about the view that Public Health was under unprecedented pressure and so making it more difficult to come up with new and better interventions. They commented that this needs to be guided by the Health and Wellbeing Board via the JSNA and if it's important that if Public Health monies are used by other departments those projects then need to be properly accounted for.



SH provided reassurance that they do monitor the outcomes when spend is within other departments. She concluded that in some other councils the public health grant had not always been respected but this was not the case in Hackney. Cllr Kennedy (Cabinet Member) commented that in the Tobacco Control Board they look at seizures of tobacco and this was a typical example of 'other spend' which is serving public health outcomes.

(g) The Chair asked how the balance between spend which is directed by the local Health and Wellbeing Board priorities (arising from the JSNA) and the statutory spend and how Public Health approaches this prioritisation. SH explained, that with statutory funding for example, it is not that you are required to spend x amount on y but rather the statutory service is often demand driven so the key factors then become the capacity of the team to deliver on it effectively and safely.

(h) The Chair asked how with Public Mental Health Spend what is the mechanism for GPs, for example, to feed into how the money is spent. Cllr Kennedy explained that this was where integrated commissioning comes in, and GPs and ELFT and Public Health all discuss in the ICPB structure how the funding allocation can best be spent among them.

6.5 The Chair thanked the officers for their briefing and attendance.

<b>RESOLVED:</b>	<b>That the report and discussion be noted.</b>
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## **7 Minutes of the previous meeting**

7.1 Members gave consideration to the draft minutes of the meeting held on 9 December 2021 and the Matters Arising.

<b>RESOLVED:</b>	<b>That the minutes of the meeting held on 9 December be agreed as a correct record and that the matters arising be noted.</b>
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## **8 Health in Hackney Work Programme**

8.1 Members gave consideration to the updated work programmes.

<b>RESOLVED:</b>	<b>That the Commission's work programmes for 21/22 and the rolling work programme for INEL JHOSC be noted.</b>
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## **9 Any other business**

9.1 There was none.

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<b>Health in Hackney Scrutiny Commission</b> 9 <sup>th</sup> February 2022 <b>Work Programme for the Commission</b>	Item No <b>9</b>
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## **OUTLINE**

Attached please find the latest iteration of:

HiH work programme 2021/22  
INEL work programme 2021/22

These are working documents and updated regularly.

## **ACTION**

The Commission is requested to note the updated work programmes and make any amendments as necessary.

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## Health in Hackney SC - Rolling Work Programme for 2021-22 as at 1 Feb 2022

Date of meeting	Item	Type	Dept/Organisation(s)	Contributor Job Title	Contributor Name
<b>8 June 2021</b>	<b>New NHS East and SE London Pathology Partnership</b>	Update requested from Jan 2020	NEL CCG and HUHFT	ICP Lead for City & Hackney also CE of HUHFT	Tracey Fletcher
deadline 27 May	<b>Treatment pathways for 'Long Covid'</b>	Briefing	NEL CCG	Director of CCG Transition - City & Hackney	Siobhan Harper
			NEL CCG	CCG Clinical Chair for City and Hackney	Dr Mark Rickets
			HUHFT	Head of Adult Therapies	Fiona Kelly
			NEL CCG - C&H	Acting Workstream Director for Planned Care	Charlotte Painter
	<b>Community Mental Health Transformation and Recovery from Covid-19</b>	Briefing	ELFT	CEO	Paul Calaminus
			ELFT	Deputy Borough Director - City and Hackney	Andrew Horobin
	<b>Redesign of specification for Homecare</b>	Briefing	Adult Services	Group Director Adults Health and Integration	Helen Woodland
	<b>Covid-19 update</b>	Noting only	Public Health and CCG	Deputy Director of Public Health	Chris Lovitt
<b>8 July 2021</b>	<b>Covid-19 update from Public Health</b>	Regular update	Public Health	Director of Public Health	Dr Sandra Husbands
deadline 29 June			NEL CCG - C&H	Director of CCG Transition - City & Hackney	Siobhan Harper
	<b>Healthwatch Hackney Annual Report 20/21</b>	Annual item	Healthwatch Hackney	Executive Director	Jon Williams
				Chair	Malcolm Alexander
	<b>HUHFT Quality Account 2020/21</b>	Annual item	HUHFT	Chief Nurse and Director of Governance	Catherine Pelley
	<b>Future plans for St Leonard's site</b>	Briefing	HUHFT	Director of Strategic Implementation and Partnerships	Claire Hogg
	<b>Secondary use of GP patient identifiable data</b>	Briefing	NEL CCG - C&H	CCG Clinical Chair for City and Hackney	Dr Mark Rickets
			NEL CCG - C&H	Director of CCG Transition - City & Hackney	Siobhan Harper
<b>11 Oct 2021</b>	<b>Relocation of inpatient dementia assessment services to East Ham Care Centre</b>	Update requested from July 2020	ELFT	Consultant Psychiatrist and Clinical Lead for Older Adult Mental Health	Dr Waleed Fawzi
deadline 30 Sept				Director of Strategic Service Transformation	Eugene Jones
			NEL CCG	Programme Director Mental Health - City & Hackney	Dan Burningham

			Healthwatch Hackney	Executive Director	Jon Williams
Item joint with Chair and Vice Chair of CYP Scrutiny Commission	<b>Maternal mental health disparities</b>	Discussion	City & Hackney Integrated Care Partnership	Workstream Director - Children and Young People, Maternity and Families	Amy Wilkinson
			City & Hackney Integrated Care Partnership	Programme Manager - Children, Maternity and CAMHS	Ellie Duncan
			ELFT Perinatal Service	Trustwide Lead for Perinatal Mental Health	Justine Cawley
			Maternity Voices Partnership	Co-chair Black and Black-Mixed Heritage Group	Mikhaela Erysthee
			Maternity Voices Partnership	Co-chair Black and Black-Mixed Heritage Group	Rachael Buabeng
	<b>City &amp; Hackney Safeguarding Adults Board Annual Report</b>	Annual item	CHSAB	Independent Chair	Dr Adi Cooper OBE
			CHSAB	Head of Service, Safeguarding Adults	John Binding
	<b>Covid-19 update</b>	Regular update	Public Health	Director of Public Health	Dr Sandra Husbands
			NEL CCG - C&H	Director of CCG Transition - City & Hackney	Siobhan Harper
<b>17 Nov 2021</b>	<b>What is Adult Social Care - overview of current provision</b>	Discussion	Adult Services	Group Director Adults Health and Integration	Helen Woodland
deadline: 8 Nov				Director Adult Social Work and Operations	Ann McGale
	<b>Roadmap to Net Zero Carbon at HUHFT</b>	Discussion	HUHFT and City & Hackney ICP Lead	Chief Executive	Tracey Fletcher
			HUHFT	Head of Facilities, Compliance and Performance	Liam Triggs
	<b>Neighbourhoods Development Programme update</b>	Briefing	NELCCG and C&H Integrated Care Partnership	Workstream Director for Unplanned Care	Nina Griffith
	<b>Covid-19 update from Director of Public Health</b>	Briefing	Public Health	Dep Dir Public Health	Chris Lovitt
			LBH	Strategic Director Customer and Workplace	Rob Miller
<b>9 Dec 2021</b>	<b>Draft Health and Wellbeing Strategy 2022-26</b>	Discussion on consultation	Public Health	Public Health Registrar	Sara Bainbridge
deadline: 30 Nov				Director of Public Health	Dr Sandra Husbands
	<b>HUHFT - update on Covid and Elective Recovery</b>	Briefing	HUHFT and City & Hackney ICP Lead	Chief Executvie	Tracey Fletcher
	<b>Covid-19 update</b>	Regular update	Public Health	Director of Public Health	Dr Sandra Husbands
	<b>Cabinet Member Question Time: Cllr Kennedy</b>	Annual CQT session	LBH	Cabinet Member for Health Social Care and Leisure	Cllr Chris Kennedy
<b>10 Jan 2022</b>	<b>Public Health Spend overview</b>	Briefing	Public Health	Director of Public Health	Dr Sandra Husbands
deadline: 22 Dec 2021					Helen Woodland

	<b>How will City and Hackney's 'Place Based System' operate within the NEL ICS</b>	Discussion	HUHFT and City & Hackney ICP Lead	Chief Executive	Tracey Fletcher
				Convenor of C&H Integrated Care System	Jonathan McShane
				Programme Lead C&H ICP	Nicholas Ib
	<b>Covid-19 update</b>	Regular update	Public Health	Director of Public Health	Dr Sandra Husbands
<b>9 Feb 2022</b>	<b>Transformation Programme for Adult Social Care</b>	Briefing	Adult Services	Group Director Adults Health and Integration	Helen Woodland
deadline: 31 Jan				Director Adult Social Work and Operations	Ann McGale
	<b>King's Park Moving Together project</b>	Briefing on Sport England funded project	LBH	King's Park Moving Together - Head of Programme	Lola Akindoyin
			Sport England	Strategic Lead, Local Delivery	Warren Leigh
			Journey Before Success CIC - a provider	Director & Strategic Coach	Jeanna Brodie-Mends Sanderson
	<b>Challenges in local primary care post pandemic</b>	Discussion	Richmond Rd GP Practice	GP Partner winner in National GP Awards	Dr Gopal Mehta
			Local Medical Committee	Chair of City and Hackney LMC	Dr Vinay Patel
			Local Pharmaceutical Committee	Treasurer LPC and local Pharmacist	Kirit Shah
			Healthwatch Hackney	Chair of City and Hackney LMC	Malcolm Alexander
	<b>Covid-19 update from Director of Public Health</b>	Briefing	Public Health	Dep Dir Public Health	Chris Lovitt
				Director of Public Health	Dr Sandra Husbands
<b>16 March 2022</b>	<b>GP Confederation update and future development of PCNs</b>	An annual update	GP Confederation	Chief Executvie	Laura Sharpe
deadline:7 March			NHSE London - office of PCNs		TBC
			NELCCG and C&H ICP	Clinical Lead for Neighbourhoods	Dr Stephanie Coughlin TBC
	<b>TBC</b>				
	<b>TBC</b>				

*Note: The Local Council Elections in London take place on 5 May 2022. Purdah officially begins 21 March*

## ITEMS AGREED BUT NOT YET SCHEDULED

<b>Possible date</b>					
June 2022	<b>Election of Chair and Vice Chair</b>				

June 2022	<b>Electon of 3 members to INEL JHOSC for 2022/23</b>				
June or July	<b>Overview of capital build proposals in Adult Social Care</b>	Briefing	Adult Services	Group Director Adults Health and Integration	Helen Woodland
				Director Adult Social Work and Operations	Ann McGale
June or July	<b>Implementing the new system and Code of Practice for 'Deprivation of Liberty Safeguards'</b>		CHSAB	Head of Service, Safeguarding Adults	John Binding
June or July. Postponed from 30 March 2019	<b>FULL MEETING Health impacts of poor air quality</b>			External expert from King's Collge	
				Public Health	
				Environmental Services Strategy Team	
TBC	<b>Future of virtual consultations in primary care - next steps</b>	Briefing requested Sept 2020	GP Confederation	Chief Executive	Laura Sharpe
			Healthwatch Hackney	Executive Director	Jon Williams
			NEL CCG	Primary Care Commissioner	Richard Bull
Postponed from 1 May 2020	<b>Tackling Health Inequalities: the Marmot Review 10 Years On</b>	<b>SCRUTINY IN A DAY</b>	Public Health	Director of Public Health	Dr Sandra Husbands
	Sub Focus on Objective 5: Create and develop healthy and sustainable communities		NEL ICS	MD City and Hackney	
			Planning	Head of Planning and Building Control	Natalie Broughton
			Neighbourhoods and Housing	Head of Area Regeneration Team	Suzanne Johnson
	<b>How health and care transformation plans consider transport impacts</b>	Suggestion from Cllr Snell			
	<b>Implications for families of genetic testing</b>	Suggestion from Cllr Snell			
	<b>Accessible Transport issues for elderly residents</b>	Suggestion from Cllr Snell			
March 2023	<b>Health and Wellbeing Strategy 2022-26 one year on</b>	Update on outputs	Public Health	Director of Public Health	Dr Sandra Husbands



## INEL JHOSC Rolling Work Programme for 2020-21 as at 1 Feb 2022

Date of meeting	Item	Type	Dept/Organisation(s)	Contributor Job Title	Contributor Name	Notes
27 January 2020	New Early Diagnosis Centre for Cancer in NEL	Briefing	Barts Health NHS Trust	Clinical Lead	Dr Angela Wong	
			NCEL Cancer Alliance	Interim Project Manager	Karen Conway	
	Overseas Patients and Charging	Item deferred				
11 February 2020	NHS Long Term Plan and NEL response	Briefing	East London HCP	Senior Responsible Officer	Jane Milligan	
			Barking & Dagenham CCG	Chair	Dr Jagan John	
			East London HCP	Director of Transformation	Simon Hall	
			East London HCP	Chief Finance Officer	Henry Black	
	New Joint Pathology Network (Barts/HUHFT/Lewisham & Greenwich)	Briefing	Barts Health NHS Trust	Director of Strategy	Ralph Coulbeck	
			Homerton University Hospital NHS FT	Chief Executive	Tracey Fletcher	
<b>Municipal Year 2020/21</b>						
24 June 2020	Covid-19 update	Briefing	East London HCP	Senior Responsible Officer	Jane Milligan	
			NEL Integrated Care System	Independent Chair	Marie Gabriel	
			Barts Health NHS Trust	Chief Executive	Alwyn Williams	
			HUHFT	Chief Executive	Tracey Fletcher	
			East London NHS Foundation Trust	COO and Dep Chief Exec	Paul Calaminus	
			Newham CCG	Chair	Dr Muhammad Naqvi	
			Waltham Forest CCG	Chair	Dr Ken Aswani	
			Tower Hamlets CCG	Chair	Dr Sir Sam Everington	
			WEL CCGs	Managing Director	Selina Douglas	
	City & Hackney CCG	Managing Director	David Maher			
	How local NEL borough Scrutiny Cttees are scrutinising Covid issues	Summary briefing FOR NOTING ONLY	O&S Officers for INEL			
30 September 2020	Covid-19 update	Briefing	East London HCP	Senior Responsible Officer	Jane Milligan	
			East London HCP	Director of Transformation	Simon Hall	
			East London HCP	Director of Finance	Henry Black	
			Barts Health NHS Trust	Group Chief Executive	Alwen Williams	
			HUHFT	Chief Executive	Tracey Fletcher	
			ELFT	COO and Deputy Chief Executive	Paul Calaminus	
			WEL CCGs	Managing Director	Selina Douglas	

			City and Hackney CCG	Managing Director	David Maher	
	<b>Covid-19 discussion panel with the local Directors of Public Health</b>	Discussion Panel	City and Hackney	DPH	Dr Sandra Husbands	
			Tower Hamlets	DPH	Dr Somen Bannerjee	
			Newham	DPH	Dr Jason Strelitz	
			Waltham Forest	DPH	Dr Joe McDonnell	
	<b>Overseas Patient Charging - briefings from Barts Health and HUHFT</b>	Briefing	Barts Health NHS Trust	Group Chief Medical Officer	Dr Alistair Chesser	
<b>25 Nov 2020</b>	<b>Covid 19 update and Winter Preparedness</b>	Briefing	East London HCP	Senior Responsible Officer	Jane Milligan	
			NEL Integrated Care System	Independent Chair	Marie Gabriel	
			Barts Health NHS Trust	Group Chief Executive	Alwen Williams	
	<b>Whipps Cross Redevelopment Programme</b>	Briefing	Barts Health NHS Trust	Whipps Cross Redevelopment Director	Alastair Finney	
			Barts Health NHS Trust	Medical Director, Whipps Cross	Dr Heather Noble	
<b>10 Feb 2021</b>	<b>Covid-19 impacts in Secondary Care in INEL boroughs</b>	Briefing	Barts Health NHS Trust	Group Chief Executive	Dame Alwen Williams	
	<b>Covid-19 Strategy for roll out of vaccinations in INEL boroughs</b>	Briefing	East London HCP	SRO	Jane Milligan	
			City and Hackney CCG	Chair	Dr Mark Ricketts	
			City and Hackney CCG	MD	David Maher	
	<b>North East London System response to NHSE consultation on ICSs</b>	Briefing	NEL Integrated Care System	Independent Chair	Marie Gabriel	
	<b>Update on recruitment process for new Accountable Officer for NELCA/SRO for ELHCP</b>	Briefing	NEL Integrated Care System	Independent Chair	Marie Gabriel	
<b>Municipal Year 2021/22</b>						
<b>23 Jun 2021</b>	<b>Covid-19 vaccinations programme in NEL</b>	Briefing	NEL ICS	Acting AO for NEL CCG and SRO for NEL ICS	Henry Black	
			NEL CCG	Director of Transformation	Simon Hall	
			NEL CCG	Managing Director of TNW ICP	Selina Douglas	
	<b>Implications for NEL ICS of the Health and Care White Paper</b>	Briefing	NEL ICS	Acting AO for NEL CCG and SRO for NEL ICS	Henry Black	
			NEL ICS	Independent Chair	Marie Gabriel	
			Barts Health	Group Chief Executive	Dame Alwen Williams	
	<b>Accountability of processes for managing future changes of ownership of GP practices</b>	Discussion item	NEL ICS	Acting AO for NEL CCG and SRO for NEL ICS	Henry Black	

			NEL CCG	Director of Primary Care Transformation TNW ICP	William Cunningham-Davis	
			NEL CCG	Managing Director of TNW ICP	Selina Douglas	
			NEL CCG	Director of Corporate Affairs	Marie Price	
	<b>Challenges of building back elective care post Covid pandemic</b>	Briefing	NEL ICS	Acting AO for NEL CCG and SRO for NEL ICS	Henry Black	
			Barts Health	Consultant Cardiothoracic Surgeon and Chief of Surgery	Stephen Edmondson	
			Barts Health	Group Chief Executive	Dame Alwen Williams	
			HUHFT	Chief Executive	Tracey Fletcher	
<b>13 Sep 2021</b>	<b>Whipps Cross redevelopment programme</b>	Update further to item on 25 Nov	Barts Health	Director of Strategy	Ralph Coulbeck	
	<b>Structure of Barts Health and developing provider collaboration</b>	Discussion	Barts Health	Group Chief Executive	Dame Alwen Williams	
	<b>Implementation of North East London Integrated Care System</b>	Discussion	NEL ICS	Independent Chair	Marie Gabriel CBE	
			NEL ICS/ NEL CCG	Acting AO for NEL CCG and SRO for NEL ICS	Henry Black	
				Group Chief Executive	Dame Alwen Williams	
	<b>Covid-19 vaccination programme in NEL</b>	Briefing	NEL CCG	Director of Transformation and NEL Covid vaccination Programme Lead	Simon Hall	
<b>16 Dec 2021</b>	<b>Covid-19, winter pressures, elective recovery update</b>	Discussion	Barts Health	Group Chief Executive	Dame Alwen Williams	
			NEL ICS/ NEL CCG	Acting AO for NEL CCG and SRO for NEL ICS	Henry Black	
	<b>Plans for engagement and information on proposed service changes - Community Diagnostic Centres.</b>	Briefing	NEL CCG	Community Diagnostic Centres Programme Lead	Nicholas Wright	
			NEL ICS/ NEL CCG	Acting AO for NEL CCG and SRO for NEL ICS	Henry Black	
				Clinical Director Waltham Forest	Dr Ken Aswani	
				Clinical Director City and Hackney	Dr Mark Rickets	
	<b>NEL Integrated Care System - update</b>	Briefing	NEL ICS/ NEL CCG	Acting AO for NEL CCG and SRO for NEL ICS	Henry Black	
		Submission from public	North East London Keep Our NHS Public		Carol Saunders	
	<b>Whipps Cross Redevelopment JHOSC</b>	Brief update from Member	Whipps Cross JHOSC	Chair of the JHOSC	Clr Richard Sweden	

<b>1 March 2022</b>	<b>Implementation of ICS structure focus on governance and finance flows</b>	Briefing	NEL ICS		TBC	
	<b>Partnership Update - Covid dashboard, elective recovery, vaccine mandates etc</b>	Briefing	NEL ICS		TBC	
	<b>Service Improvement: Continuing Healthcare harmonisation</b>	Briefing	NEL ICS		TBC	
	<b>Service Improvement: Fertility Services harmonisation</b>	Briefing	NEL ICS		TBC	
	<b>Update on work of special Whipps Cross JHOSC</b>	Verbal update	Chair of the Whipps Cross JHOSC		CLlr Richard Sweden	
	<b>Note: Purdah begins 20 March in advance of Local Elections on 5 May. No meetings in this period.</b>					
	Items to be scheduled/ returned to:					
	NEL Estates Strategy					
	Review of Non Emergency Patient Transport					
	Digital First delivery in NHS					