

City & Hackney GP Confederation
Childhood Immunisation Service
Report for Health in Hackney Meeting

19th November 2018

CHILDHOOD IMMUNISATION SERVICE INTRODUCTION AND BACKGROUND

Immunisation is one of the most cost-effective health interventions available, saving millions of children from illness, disability and death each year. The primary aim of immunisations is to protect the population from vaccine preventable diseases and reduce the associated morbidity and mortality.

The aim of the national childhood immunisation programme is to protect children who receive the vaccine and reduce the risk of infection to others. Currently the uptake of childhood immunisations in City & Hackney is well below the level (95%) required for herd immunity.

Improving the uptake of Childhood Immunisations has been identified by all partners as a priority and is reflected in the priorities of the integrated Children, Young People and Maternity Services workstream. Childhood immunisation is also articulated in the City and Hackney neighbourhood plans as a key area of work.

In City and Hackney there are two approaches in place aligned to the commissioning of childhood immunisations:

Firstly, NHS England commissions General Practice to provide childhood immunisation as part of the contract held for the delivery of general medical services and this is where the vast majority of immunisations take place. The GP Confederation, funded by the CCG, has been supporting all practices to raise their performance levels.

Secondly, the CCG has commissioned the GP Confederation to supplement this by directly providing a 0 – 5 childhood immunisation service. The service provides the schedule of immunisations which are given at 8, 12 and 16 weeks, at 1 year, 3 years 4 months of age. The aim of the contract is to increase primary care capacity and enable wider access to childhood immunisation aimed at improving the uptake of the childhood immunisation and performance of practices in City and Hackney. The GP Confederation Childhood Immunisation Service is available to all children registered with a City and Hackney GP.

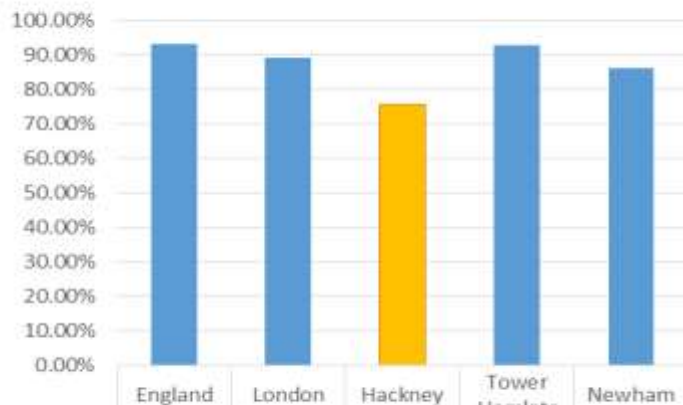
The service commissioned operates flexible clinics to widen access tailored to the needs of the population, improving access by delivering clinics across the borough, providing greater choice and flexibility for families falling behind with Immunisation. Through improved co-ordination and data monitoring, the GP Confederation targets areas of particular need to ensure optimum uptake of immunisations.

The GP Confederation service commenced in September 2017.

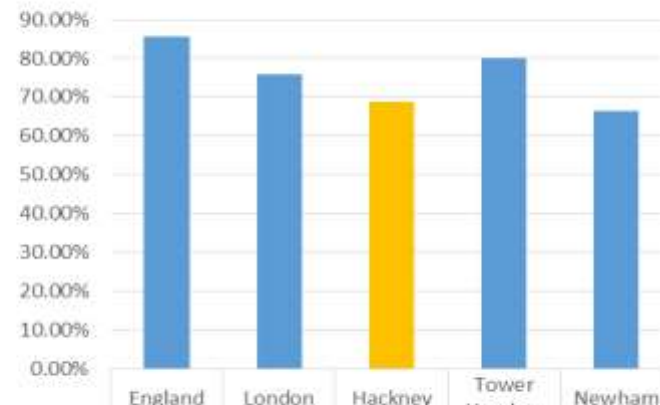
CHILDHOOD IMMUNISATION NATIONAL AND LOCAL COMPARISON DATA

The below tables show the national and local comparison figures comparing the performance of Hackney with the England and London average and also comparison with Tower Hamlets and Newham against four immunisation targets for 2017 - 2018.

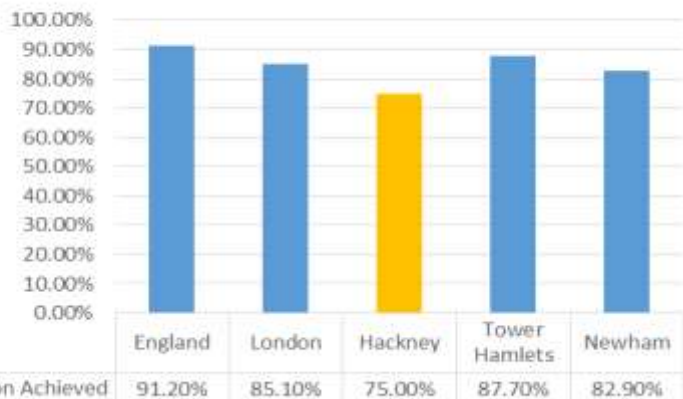
DTaP/IPV/HiB 2017 -2018



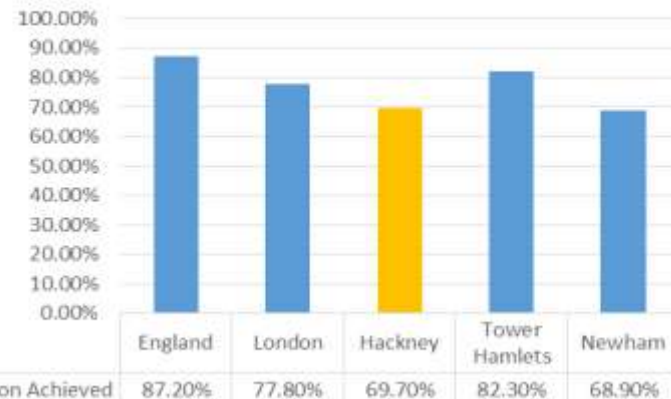
DTaP/IPV Pre-School Booster 2017 - 2018



MMR Dose 1 2017 - 2018



MMR Dose 2 2017 - 2018



CHILDHOOD IMMUNISATION SERVICE

CURRENT IMMUNISATION PERFORMANCE BY NEIGHBOURHOOD

The below tables set out the current position against the four immunisation targets as of October 2018. Of particular note is the ongoing strength of the South West & City, contrasted with weaker performance in the North West, and the deteriorating performance in the North East against the 2017 baseline.

Uptake of 5 in 1 or 6in1 @ 12 months			
Quadrant	Baseline Dec 2017 (%)	Target by Mar 2019	Position as at 30 Oct 2018
NW1	80%	95%	82.11%
NW2	89%	95%	90.72%
NE1	47%	95%	38.25%
NE2	68%	95%	69.55%
SE 1	85%	95%	86.78%
SE 2	88%	95%	89.46%
SW1	91%	95%	89.10%
SW2	88%	95%	90.46%
City	88%	95%	91.36%
All	75%	95%	73.91%

Uptake of MMR @ 24 months			
Quadrant	Baseline Dec 2017 (%)	Target by Mar 2019	Position as at 30 Oct 2018
NW1	79%	95%	77.75%
NW2	82%	95%	83.41%
NE1	60%	95%	55.21%
NE2	68%	95%	68.04%
SE 1	82%	95%	82.23%
SE 2	79%	95%	82.38%
SW1	80%	95%	81.71%
SW2	85%	95%	82.96%
City	86%	95%	90.32%
All	75%	95%	74.09%

Uptake of 5 in 1 or 6in1 @ 24 months			
Quadrant	Baseline Dec 2017 (%)	Target by Mar 2019	Position as at 30 Oct 2018
NW1	85%	95%	84.36%
NW2	89%	95%	87.73%
NE1	68%	95%	62.33%
NE2	75%	95%	73.48%
SE 1	91%	95%	92.06%
SE 2	87%	95%	92.49%
SW1	86%	95%	92.36%
SW2	90%	95%	90.67%
City	89%	95%	91.94%
All	82%	95%	81.56%

Uptake of DTaP/IPV (Booster) @ 5 Years			
Quadrant	Baseline Dec 2017 (%)	Target by Mar 2019	Position as at 30 Oct 2018
NW1	79%	95%	64.68%
NW2	82%	95%	70.14%
NE1	60%	95%	44.12%
NE2	68%	95%	63.25%
SE 1	82%	95%	74.14%
SE 2	79%	95%	62.12%
SW1	80%	95%	71.78%
SW2	85%	95%	75.18%
City	86%	95%	83.02%
All	75%	95%	63.26%

CHILDHOOD IMMUNISATION SERVICE

CURRENT IMMUNISATION PERFORMANCE BY PRACTICE

Neighbourhood	Practice	5in 1 or 6in 1 @ 12m	5in 1 or 6in1 @24m	MMR @24M	DTap/IPV (Booster) @ 5yr	Neighbourhood	Practice	5in 1 or 6in 1 @ 12m	5in 1 or 6in1 @24m	MMR @24M	DTap/IPV (Booster) @ 5yr
NW1	Cedar Practice	81.01%	89.41%	85.88%	71.43%	SE1	Athena Medical Centre	82.05%	83.87%	74.19%	66.67%
	The Heron Practice	89.02%	89.67%	79.35%	67.12%		Kingsmead Healthcare	84.62%	88.57%	75.71%	81.43%
	Allerton Road Medical Centre	60.20%	60.20%	59.18%	40.87%		Lower Clapton Group Practice	89.29%	95.74%	87.94%	75.00%
	Statham Grove Surgery	93.68%	95.40%	87.36%	88.89%		Sorsby Medical Practice	81.13%	90.20%	80.39%	83.33%
NW2	Barton House Health Centre	95.14%	90.61%	85.64%	78.29%		Latimer Health Centre	96.15%	98.04%	90.20%	85.71%
	Barretts Grove Surgery	88.57%	76.19%	64.29%	50.00%		The Lea Surgery	84.14%	92.21%	81.17%	64.93%
	Brooke Road Surgery	77.78%	85.00%	80.00%	61.11%	SE2	Elsdale Street Surgery	83.61%	84.38%	73.44%	62.07%
	Somerford Grove Practice	92.20%	90.91%	88.81%	72.73%		The Greenhouse				
	Abney House Medical Centre	82.61%	76.47%	76.47%	56.52%		The Wick Health Centre	88.24%	97.14%	78.57%	63.33%
NE1	Spring Hill Practice	48.11%	64.86%	57.25%	52.33%		Trowbridge Surgery	86.76%	89.71%	85.29%	73.17%
	Stamford Hill Group Practice	34.76%	62.36%	54.04%	44.58%	Well Street Surgery	92.71%	94.57%	85.87%	58.99%	
	Cranwich Road Surgery	33.78%	59.62%	55.00%	35.36%	SW1	Dalston Practice	88.68%	91.07%	71.43%	66.67%
	NE2	The Gadhvi Practice	63.64%	76.32%	58.44%		56.94%	Beechwood Medical Centre	84.09%	80.77%	76.92%
Elm Practice		71.05%	78.72%	78.72%	59.09%		Richmond Road Medical Centre	81.82%	87.30%	82.54%	59.46%
Healy Medical Centre		65.22%	64.95%	64.95%	55.43%		London Fields Medical Centre	93.10%	95.52%	88.06%	75.51%
The Nightingale Practice		89.13%	89.82%	81.44%	76.55%	Queensbridge Group Practice	90.01%	96.61%	81.36%	85.27%	
The Riverside Practice		87.93%	95.83%	87.50%	86.00%	Sandringham Practice	90.32%	85.71%	77.14%	57.89%	
Rosewood Practice		76.19%	64.71%	70.59%	67.86%	SW2 & City	Shoreditch Park Surgery	86.25%	91.86%	79.07%	67.61%
The Clapton Surgery		42.86%	51.95%	50.65%	51.30%		Southgate Rd MC & Whiston Rd Surgery	95.18%	90.67%	86.67%	80.30%
					De Beauvoir Surgery		90.85%	93.01%	85.31%	61.90%	
					The Hoxton Surgery		86.44%	91.53%	79.66%	70.97%	
					The Lawson Practice		91.41%	86.92%	82.31%	86.11%	
					The Neaman Practice (City)		91.36%	91.94%	90.32%	83.02%	

CHILDHOOD IMMUNISATION SERVICE

IMMUNISATION PERFORMANCE IN CITY AND HACKNEY

Immunisation performance across London is below the 95% uptake which provides herd immunity. All of London struggles because of:

- Lack of robust call and recall systems;
- Complex local patient demographics, such as non-English speaking communities or deprivation;
- Patient mobility

In the North East of Hackney the challenge is much greater. Clapton Surgery, Cranwich Road Surgery, Spring Hill Practice and Stamford Hill Surgery all have significantly young populations, with lots of small children and particular cultural and religious needs. There is a more varied picture in the North West area; with only Allerton Road Surgery performing consistently below all four targets (up to October 2018), and with a more varied performance from the remaining eight GP Practices in the NW area.

However there is good Immunisation practice being undertaken at a number of GP Practices across City & Hackney. Latimer Health Centre achieved 98.04% uptake of the 6-in-1 vaccination @ 24 Months, 96.15% uptake of the 6-in-1 vaccination @ 12 months, and 90.20% uptake of the MMR vaccination. Queensbridge Practice and The Lawson Practice in the South West, The Neaman Practice in the City, and the Lea and Wick Surgeries in the South East all achieved cohort uptake of over 90% in one or more of the target immunisation measures.

In addition to the above a number of practices achieved over 90% in one or more of the target immunisation measures in October namely Barton House Health Centre, Somerford Grove, Statham Grove, Well Street Surgery, Hoxton, Shoreditch Park, Riverside, The Wick Health Centre, Dalston Practice, Southgate Road and Whiston Road Surgery, Neaman Practice and De Beauvoir Surgery

CHILDHOOD IMMUNISATION SERVICE

GP Confederation Nurse Hub Clinics

The below table details the GP Confederation Nurse Hub clinics in operation across the borough. Each clinic is run by a Registered Nurse who has been trained and assessed as competent in delivery of childhood immunisations. For each session there is a senior nurse on call to provide advice and support. In addition, we also run a childhood immunisation clinic at the Lubavitch Childrens centre twice a month on a Thursday and from October 21st also on a Sunday.

Day	Time	Location
Tuesday	4:30pm – 7:00pm	Springfield Health Centre 19 – 21 Oldhill Street, N16 6LD
Thursdays	4.30pm – 7.30pm	The Hoxton Surgery 12 Rushton Street, N1 5DR
Saturday	10.00am – 2.00pm	Nightingale Practice 10 Kenninghall Road, E5 8BY
Saturday	10.00am – 2.00pm	The Hoxton Surgery 12 Rushton Street, N1 5DR
Sunday	10:30am – 1.30pm	Tollgate Lodge 57 Stamford Hill, N16 5SR
Sunday	10.00am – 2.00pm	Richmond Road Medical Centre 136 Richmond Road, E8 3HN
Sunday	3.00pm – 6pm	Stamford Hill Practice 2 Egerton Rd, London N16 6UA

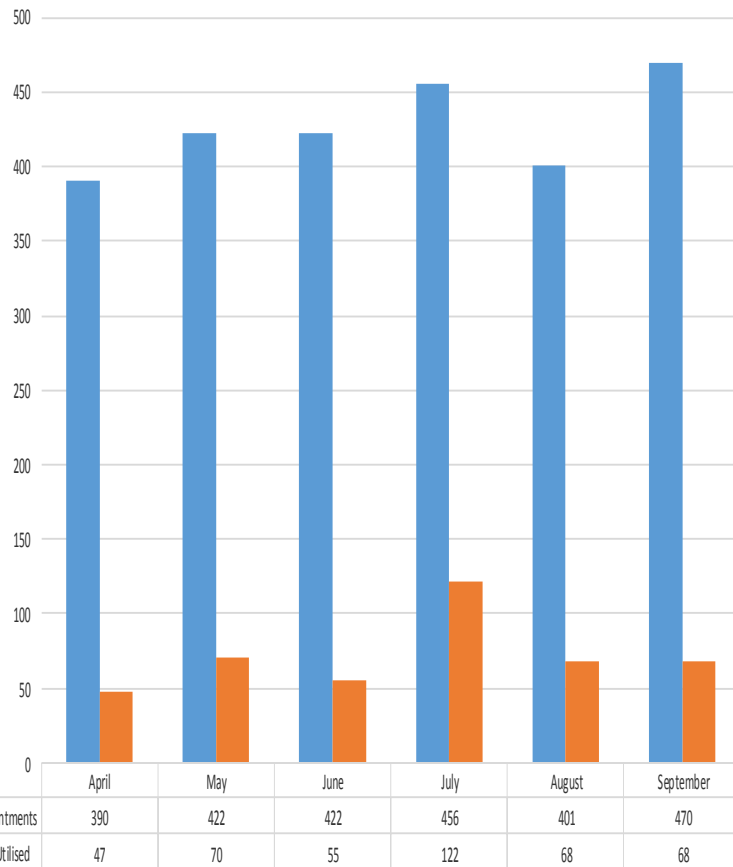
Practices book appointments for patients directly into the EMIS appointment book, for all of the nurse hub clinic except for services provided by the Lubavitch centre. These appointments are booked by the centre manager.

NUMBER OF IMMUNISATIONS GIVEN

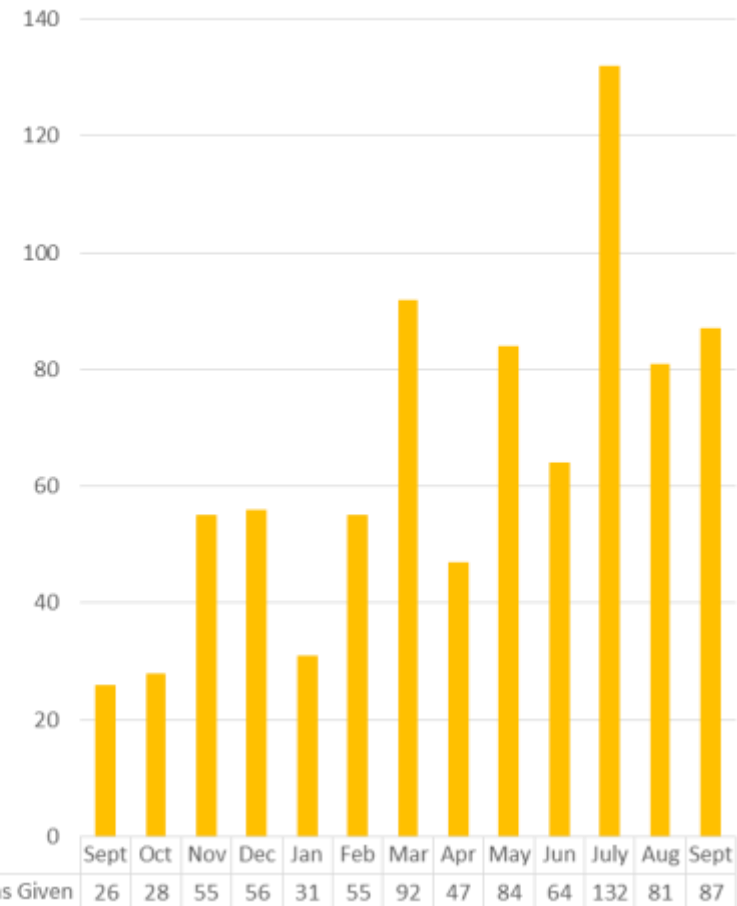
September 2017 – September 2018

The GP Confederation childhood immunisation service commenced in September 2017. The service provided at the start of the service was delivered from just one site, namely the Springfield site on Tuesday evening and Tollgate Lodge site on a Sunday morning. A number of other locations have come on stream since February 2018. The below shows the number of available appointments slot for childhood immunisation in all of the GP Confederation bub clinics and the utilisation of appointment slots from April 2018 – September 2018. The second table shows the number of immunisations given since the service commenced in 2017.

Utilisation of Childhood Immunisation Appointments
April 2018 - September 2018



Number of Immunisations Given
September 2017 - September 2018



CHILDHOOD IMMUNISATION SERVICE

PATIENT FEEDBACK

Feedback forms are given to patients at each attendance at the childhood immunisation clinics. Client satisfaction of the service has been very high. A summary of examples of client feedback is detailed in the table below:

HOW DID YOU FIND OUT ABOUT CHILDHOOD IMMUNISATION SERVICE?	HOW LONG DID YOU WAIT TO SEE THE IMMUNISATION NURSE?	DID THE NURSE EXPLAIN TODAY'S IMMUNISATION TO YOU?	WAS THE NURSE ABLE TO ANSWER ANY QUESTIONS YOU HAD?	DO YOU KNOW WHEN YOUR CHILD'S NEXT ROUND OF IMMUNISATIONS ARE DUE?	ON A SCALE OF 1 -10, HOW WOULD YOU RATE OUR SERVICE TODAY?	HOW COULD WE IMPROVE OUR SERVICE?	DO YOU HAVE ANY OTHER COMMENTS ABOUT OUR SERVICE?
LEAFLET	5 MINS	YES	YES	YES	10		AMAZING SERVICES
LEAFLET	10 MINS	YES	YES	YES	10		
ADVISED	5 MINS	YES	YES	YES	10		VERY GREAT
LEAFLET	5 MINS	YES	YES	YES	10		VERY GOOD SERVICE
LEAFLET	5 MINS	YES	YES	YES	10		
GP PRACTICE TO ME	5 MINS	YES	YES	YES	10		
LEAFLET	20 MINS	YES	YES	YES	10	SHORTER WAIT	WELL DONE
LEAFLET	5 MINS	YES	YES	YES	10		THANK YOU
GP PRACTICE TO ME		YES		YES	10		
GP PRACTICE TO ME	5 MINS	YES	YES	YES	10		
GP PRACTICE TO ME	10 MINS	YES	YES	YES	10		
GP PRACTICE TO ME	20 MINS	YES	YES	YES	10	REDUCE WAITING TIME	VERY PLEASE GENTLE AND NICE
JEWISH NEWSPAPER	20 MINS	YES	YES	YES	10		REALLY PIATIENT AND EXPLAINED
POSTER	5 MINS	YES	YES	YES	10		THIS A GREAT SERVICE
LEAFLET	20 MINS	YES	YES	YES	10		
SOMEONE ELSE TOLD ME ABOUT CLINIC	5 MINS	YES	YES	YES	10		
SOMEONE ELSE TOLD ME ABOUT CLINIC	10 MINS	YES	YES	NO	10	MORE INFORMATION	MORE COMMUNICATION ABOUT WHEN AND WHERE
GP PRACTICE TO ME	5 MINS	YES	YES	YES	9	N/A	N/A
GP PRACTICE TO ME	20 MINS	YES	YES	YES	10		

CHILDHOOD IMMUNISATION SERVICE

WORK WITH CHILDRENS CENTRES

The GP Confederation has undertaken work with the Children's centres in City and Hackney since May 2018.

During a General Practice (GP) teaching session in May 2018 informal walk-in workshops were held at a number of children's centres in Hackney where parents had the opportunity to discuss immunisation and vaccination concerns with local GP trainees. Four children's centres were selected in Hackney; Tyssen, Daubeney, Sebright and Lubavitch.

Due to changes in funding, children's centre stopped offering vaccinations from August 2016 and uptake has steadily declined since that time. Although several factors may be related to this decline, discussion with parents suggest that restarting to offer immunisation at baby centres could potentially increase uptake. This was reflected in the number of vaccinations completed on the day of the workshop implying that easier access might improve uptake. This information also collaborates with the PHE 2016 report which states parents most cited method to improve immunisation service would be to reduce waiting time at immunisation and more child friendly facilities

The workshop highlighted several issues regarding immunisation uptake in City and Hackney. It found that barriers to uptake were around access and convenience to immunisation rather than health beliefs about immunisations. Parents interviewed from the Hasidic Jewish community felt that taking their children to a GP waiting room with potentially sick people was a barrier to vaccinating their children. Workshops in combination with regular classes (e.g. baby sensory) allowed data gathered from both incidental attenders of the class and those interested to discuss immunisation.

In addition to the above the Nurse Advisor to the service has visited all of the children's centres in Hackney.

The children's centres are keen to provide the use of their clinic/ consulting rooms, some of which are currently used some of the week by Therapists, Community Midwives and others and generally work with the Confederation in tackling the issues related to the poor uptake of immunisations. The children centres also sighted that their positive, ongoing and often longer term relationships with families could be fully utilised and exploited to encourage immunisation compliance. For example, if they're aware of the immunisation 'defaulters' they will raise this with parents and actively monitor and encourage compliance, with their family support practitioners working with the 'MAT' families accompanying parents to immunisation sessions where appropriate.

The GP Confederation continues to have discussions with the children's centre managers on working together and how to engagement families. Many of the children's centres are keen for the GP Confederation to deliver immunisation sessions on location. There are a number of issues and challenges with this approach. The GP Confederation would need to ensure that the environment is conducive with delivering childhood immunisation from an infection control and also from a safety perspective, particularly from a clinical perspective.

In addition , we would have issues staffing the children centre clinics as currently our hub clinics operate mostly at weekends with two late after noon sessions during the week. There is also the issue about funding as in order to ensure appropriate cover at each of the centres plus provide a service which is flexible and accessible to the whole population we would have to put in additional resources to increase the capacity and cover.

CHILDHOOD IMMUNISATION SERVICE

ACTIVITIES TO IMPROVE PERFORMANCE

The GP Confederation has been actively engaging practices to raise the profile of the service and to identify practices where intensive work can be undertaken with the aim of improving the practice immunisation performance. The following outlines the engagement that has taken place plus the practices that we are working with now and those targeted for future work:

- A series of GP meetings were held in April 2018 focusing childhood immunisation. There were specific neighbourhood discussions to review the immunisation data and dashboard to identify individual practice performance. The discussion focused on what practices can do to improve their performance, what the challenges are and how the GP Confederation can support practices.
- Meetings and discussions have taken place with the following practices to focus on actions that can be undertaken to support the practice – Springhill, Stamford Hill, Allerton Road and Clapton Surgery. Meetings are planned with Cranwich Road, Riverside, Abney House Medical Centre. In addition practice visits have been undertaken, by a salaried GP, with a number of practices in the south of the locality to discuss challenges and issues and also focusing on good practice particularly with those practices that are close to the target.
- Meeting with Children Centres – There has been around of information sessions which took place during May to four children's centres in Hackney lead by the VTS doctors. The aim of the sessions were to raise the profile on immunisation from a public health perspective.
- Monthly updates on performance are being provided to practices via the GP Confederation weekly bulletin to raise the profile of the service;
- The Childhood Immunisation Support Officer is actively working with ten practices namely, Allerton Road, Cranwich Road, Stamford Hill, Spring Hill, Clapton Surgery, Riverside Practice, Lower Clapton, Sorsby, Nightingale and Hoxton to support the practices with call and recall and appointing clients to either the practice clinic sessions or to the GP Confederation Nurse Hub clinics;
- Further discussions have taken place with the NE1 neighbourhood clinical lead picking up on the initial discussions that had taken place at the neighbourhood events in April 2018. This neighbourhood has made childhood immunisation its priority;
- Practice visits have been undertaken, by a salaried GP, with a number of practices in the south of the locality to discuss challenges and issues and also focusing on good practice particularly with those practices that are close to the target.
- Meeting with Children Centres – There has been a second round of information sessions taking place with the children's centres in Hackney by the Nurse Advisor for the service;
- Design and cascade of patient information leaflets and posters advertising the service;
- Dedicated phone line for booking appointments at the GP Confederation Nurse Hub clinics;

We are also piloting a number of different approaches with selected practices to identify the processes and approach that can be used to improve immunisation performance. The pilots are:

- Nurse attending and working alongside GP doing child health checks (Allerton Road)
- Call and Recall using practice defaulters list (Stamford Hill, Clapton Surgery and Hoxton);
- Childhood Immunisation co-ordinator being able to offer clinic appointments using the practice appointment book booking patients in directly to the practice or to the GP Confederation Hub Clinics (Hoxton and Cranwich Road)

CHILDHOOD IMMUNISATION SERVICE

NEXT STEPS & PROPOSED PLANS FOR THE FUTURE

Recognising the interdependencies, common themes and challenges in relation to achieving optimum childhood immunisation compliance levels, the Confederation is continuously committed to working together with local community health and social care practitioners and managers to find shared solutions largely based on the Neighbourhood Model of delivering health and care and addressing issues of accessibility. So with that in mind and working on the core principle of the 'right care, at the right time, and in the right place', our options for future work are:

- Pilot of centralised call and recall system for all practices in City and Hackney (bid for funding submitted to NHS England);
- Pilot the GP Confederation centrally managing the childhood immunisation defaulters list produced by the child health information system (CHIS) run by North East London Foundation Trust;
- Expansion of the service/clinics in the North East Hackney to run from children's centres;
- Expand Domiciliary clinic offer;
- Dedicated work with the Charedi community – question time event, working with community leaders;
- Development of a good practice guide to the management of immunisations in general practice;
- Data cleansing of practice lists;
- Access to RiO system for General Practice;
- Continue to work with Health Visiting and Maternity services to raise the profile of the service and activity encourage referral to the service;
- Pilot moving 6 week check to 8 week check for mother and baby to coincide with 1st scheduled immunisation;
- Audit of GP practice records to ensure data is being transferred from the practice to the national immunisation database;
- Review the utilisation of clinic appointments across City and Hackney and focus on those localities where attendance is good;
- Access to live immunisation data so we can identify the eligible children and target attendance and immunisation;
- Lead Nurse and NE1 Neighbourhood Clinical Lead attending the Charedi community health forum in November to raise the profile of childhood immunisations;
- Work with Vaccination UK, Health Visiting and Maternity services to raise the profile and benefits of childhood immunisations;
- Additional training for health professionals on having difficult conversations and how to work with communities and families to recognise the benefits of immunisations;
- Evaluate the recent outbreak of measles, what has the uptake been?, why now immunise and not before?, how do we learn the lessons?

RESPONDING TO THE MEASLES OUTBREAK

In response to the measles outbreak in North Hackney and South Haringey City and Hackney GP Confederation have been proactive in providing additional appointments at our established nurse hub clinics at Stamford Hill and Spring Hill practices on Tuesday evenings and also on Sundays. All appointment slots for the last two weeks have been fully utilised. In addition, all available appointments slots for November have been booked up to and including 28th November.

We have worked closely with the Centre Manager at the Lubavitch Children's Centre to provide an immunisation service on Sundays. We have delivered two additional clinics during October and November. A total of 28 appointments are available at each session, all of which have been fully utilised.

We have increased the availability of domiciliary visits for those clients with large numbers of children.

We have developed a plan in response to the measles outbreak which includes:

- Additional appointment slots at Stamford Hill, Spring Hill Practices;
- Additional clinics at Lubavitch and Tyssen Children's centres;
- Dedicated phone line for appointments 7 days a week;
- Increased domiciliary visits;
- Working with Hatzola to raise the profile of the service available and the important of immunisations;
- Working with local community and religious leaders;
- Additional nurse capacity at the following GP practices: Cranwich Road, Stamford Hill, Spring Hill and Allerton Road;
- Dedicated data entry support for each clinic;
- Data analysis support;
- Increase managerial and senior nurse support to the service to 7 days a week.

At the time of writing this report our response plan is with NHS England for confirmation of funding.

We are working closely with Health Visiting services and GP practices in the area to raise the profile of the service available and more generally the importance of immunising children.

Additionally there have been a number of patients requesting immunisation who, whilst resident in Hackney, are registered with a Haringey GP. We are currently in discussions with Hackney CCG and Public Health to discuss the City and Hackney response and how we can work in partnership to ensure that there is a service available to those patients who need it.