

Islington Patient Group: 13 November 2019

Housekeeping

- Fire alarm and exits
- Toilets
- Phones
- Refreshments
- Sign language interpreters

What we do:

- Gather views from the community,
- Report our findings and make recommendations,
- Involve local people in consultations around potential service developments and changes,
- Visit services,
- Provide people with information on services.

Today's meeting

- We will be focussing on the developments locally in primary care
- The agenda is on your table. There are also some copies of the presentation
- **We will be hearing from a number of speakers today.**
- We will ask you to note down your questions during the presentations, and we will pick those up in the discussion section.

General practice in Islington: Overview

Becky Kingsnorth, Assistant Director of Primary Care, Islington CCG
And Dr Imogen Bloor

Overview

Primary care services provide the first point of contact to the healthcare system for patients.

This includes:

- General practice;
- Community pharmacy;
- Dental and
- Optometry services.

Focus today on general practice.



There are 32 practices in Islington, serving a total registered population of 261,000 (Sept 19)
Practices range in size from:

- A registered list of 1,700 patients to a list of over 19,000 patients;
- 4 practices with single handed GPs, to 6 practices with over four GP partners.

All practices have been inspected by the Care Quality Commission:

- 30 are rated as Good
- 2 are rated as Requires Improvement

What do patients tell us? National GP Patient Survey

We are higher than the national average in the percentage of patients reporting:

- Their overall experience of their GP surgery is good;
- That it is easy to get through to their surgery on the phone;
- That they were offered a choice of appointment time.

We have seen improvement in:

Satisfaction support for management of long term health conditions

Ease of use of GP practice websites

Satisfaction with the type and times of appointment offered

Experience of care when your practice is closed

We are below the national figures for **awareness of online services practices offer** – specifically booking appointments and ordering repeat prescriptions

What do practices tell us?



More people and higher levels of need

Many people have more complex needs,

The population is growing and people are living longer.



Struggling workforce

19% of GPs are over 55 and may be thinking about retirement.

Fewer GPs work full time, and many are seeking to also use their skills in different ways.



A changing care sector

Increasing role for general practice as a central point in the complex health and care system.

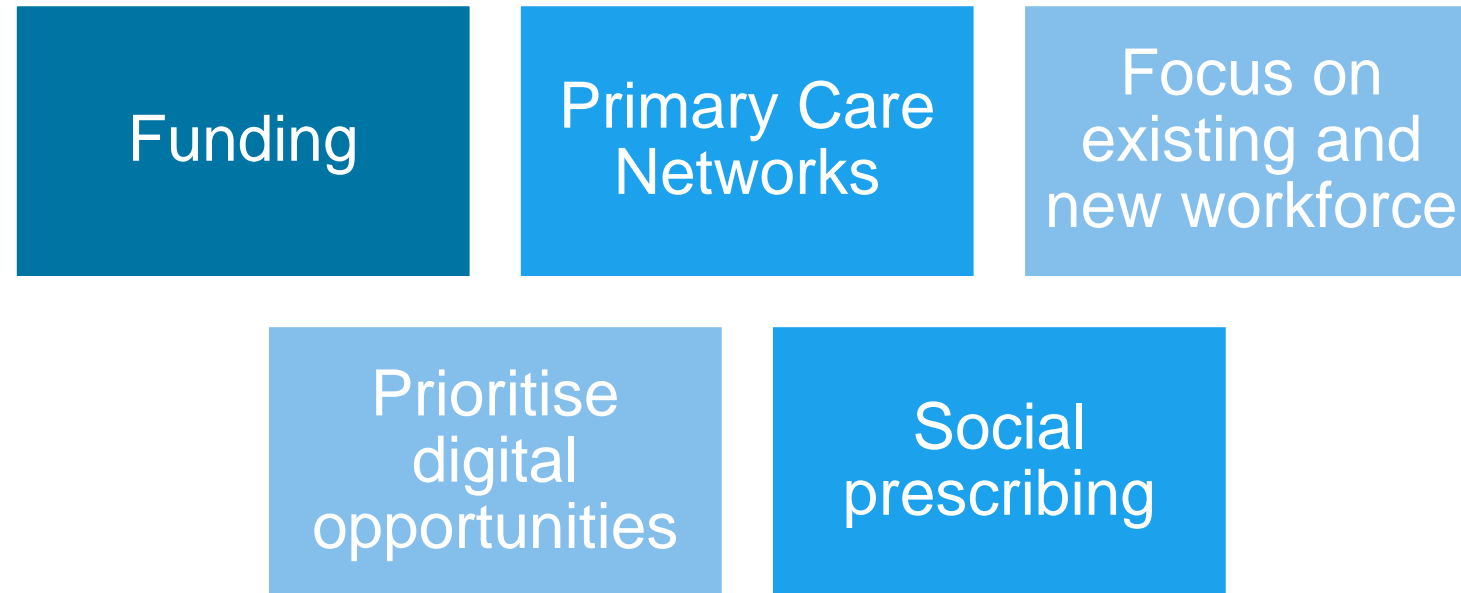
Patient expectations are changing in line with social and technological advances.



Ageing premises

General practice is provided from a range of different types of premises, from purpose built to converted premises.

How are we taking action?



Extended access / iHub

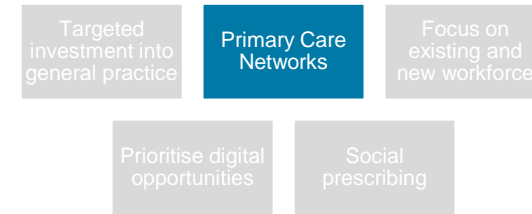


Did you know you can see a GP or nurse from 6.30-8 each evening or from 8am-8pm at the weekends?

If your practice can't offer you an appointment ask the receptionist to see if there are any available in the extended hours hubs.

Many of the staff in this service already work in local practices so are familiar with Islington

Primary Care Networks

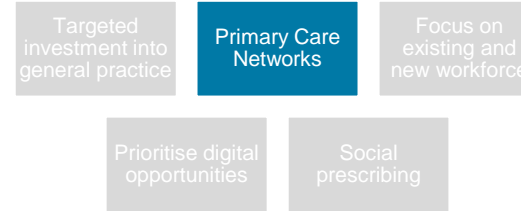
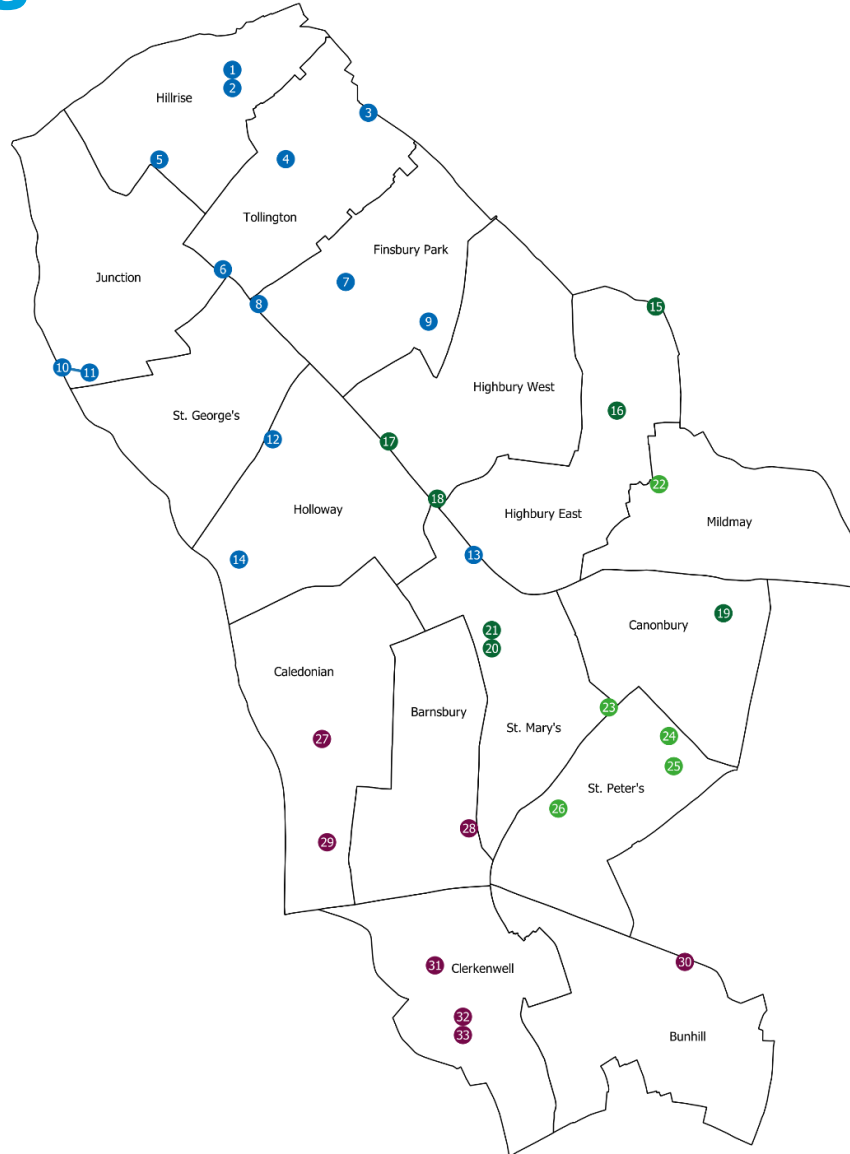


- Practices working together and with other local health and care services through joined-up teams
- Supporting patients to look after their own health
- Connecting patients with the full range of services
- By working together, practices can better manage their workload and share staff where relevant

What does this mean for patients?

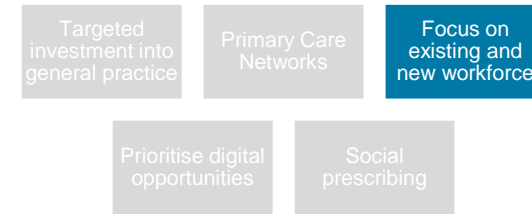
- You might start to access some care in other settings – for example another practice working closely with your own;
- You might start to see different types of clinician;
- You might be able to access more services through your computer or phone if you wish

Primary Care Networks: Islington GP Practices



Key	Practice name	List Size (May 2019)	Primary Care Network
1	The Rise Group Practice	5208	North
2	The Beaumont Practice	3009	North
3	Stroud Green Medical Clinic	6758	North
4	Hanley Primary Care Centre	7545	North
5	St John's Way Medical Centre	12815	North
6	Archway Medical Centre	6460	North
7	Andover Medical Centre	6454	North
8	The Northern Medical Centre	8961	North
9	The Village Practice	8965	North
10	The Junction Medical Practice	9555	North
11	The Junction Medical Practice (Branch)		North
12	The Partnership Primary Care Centre	3613	North
13	The Family Practice	5398	North
14	Goodinge Group Practice	12326	North
15	Mildmay Medical Centre	6178	Central 1
16	Highbury Grange Health Centre	9044	Central 1
17	Sobell Medical Centre - Dr Gupta	4207	Central 1
18	The Medical Centre - Dr Edoman	5201	Central 1
19	Mitchison Road Surgery	5272	Central 1
20	Roman Way Medical Centre	3525	Central 1
21	Islington Central Medical Centre	18931	Central 1
22	The Miller Practice	10687	Central 2
23	River Place Health Centre	10062	Central 2
24	Elizabeth Avenue Group Practice	7444	Central 2
25	New North Health Centre - Dr Skelly	1668	Central 2
26	St Peter's Street Medical Practice	12029	Central 2
27	Barnsbury Medical Practice - Dr Haffiz	3101	South
28	Ritchie Street Group Practice	17684	South
29	Killick Street Health Centre	12009	South
30	City Road Medical Centre	7422	South
31	The Amwell Group Practice	11039	South
32	Clerkenwell Medical Practice	13518	South
33	Pine Street Medical Practice	2549	South

Changing workforce: new roles



Patients present in general practice with a huge range of needs

Not all of these are best met by a GP

There is national funding over the next five years for new roles in general practice so that people can receive the right care at the right time



Clinical
pharmacists
(from
2019/20)



Social
Prescribing
Link Workers
(from
2019/20)



Physio-
therapist
(from
2020/21)



Physicians
Associates
(from
2020/21)



Community
Paramedics
(from
2021/22)

The next items will expand on some of this information

Social Prescribing

Michael O'Dwyer, Age UK

Healthwatch Islington

Age UK Islington - Social Prescribing: Wellbeing in 1

Social Prescribing is one part of Age UK's offer

- What's going on?
- How are you coping?

The right type of support at the right time

AGE 16+

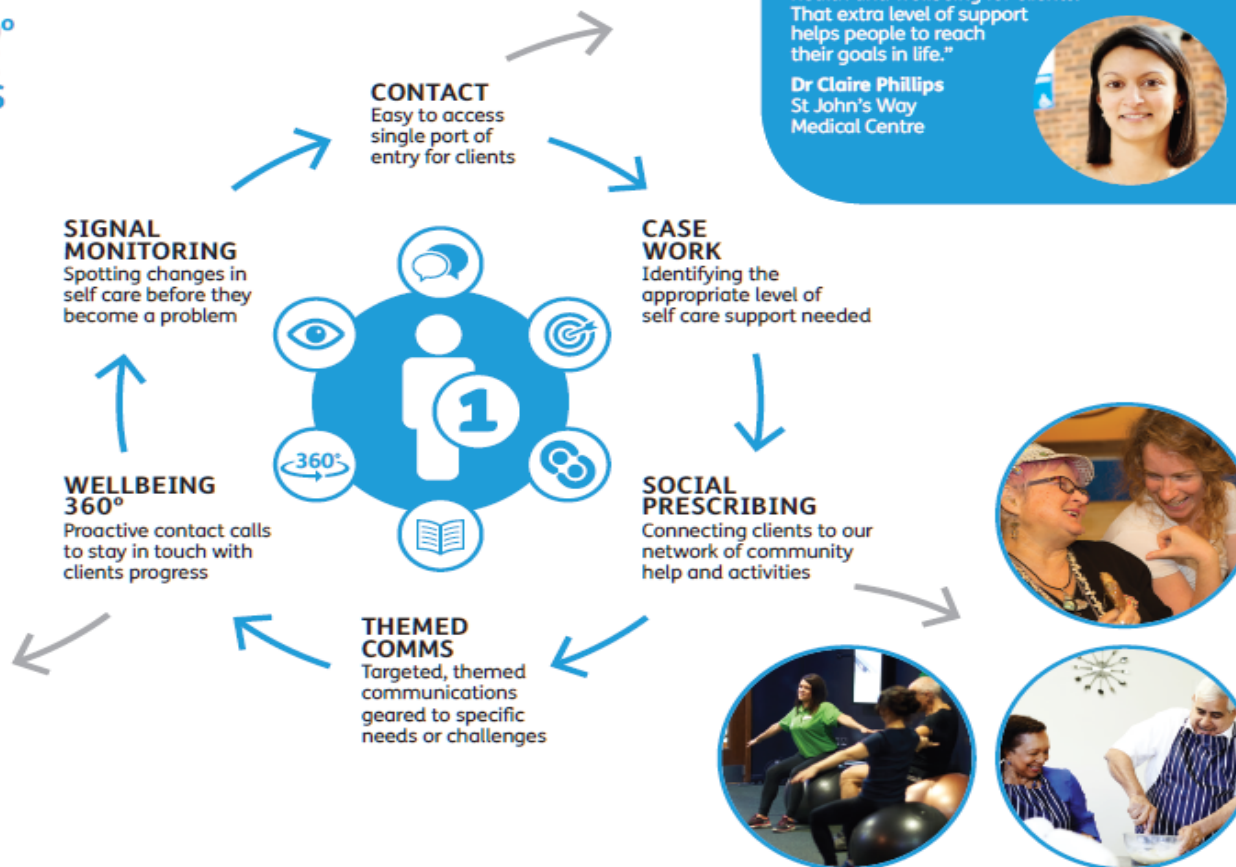


WELLBEING IN 1

PERSON CENTRED 360°
PREVENTION SERVICE
SUPPORTING CLIENTS
OVER THE LONG TERM



I got a call the other day, at first I didn't know why they were calling – when I found out it was just to see how I was doing it cheered me up.
Bhavik, 69

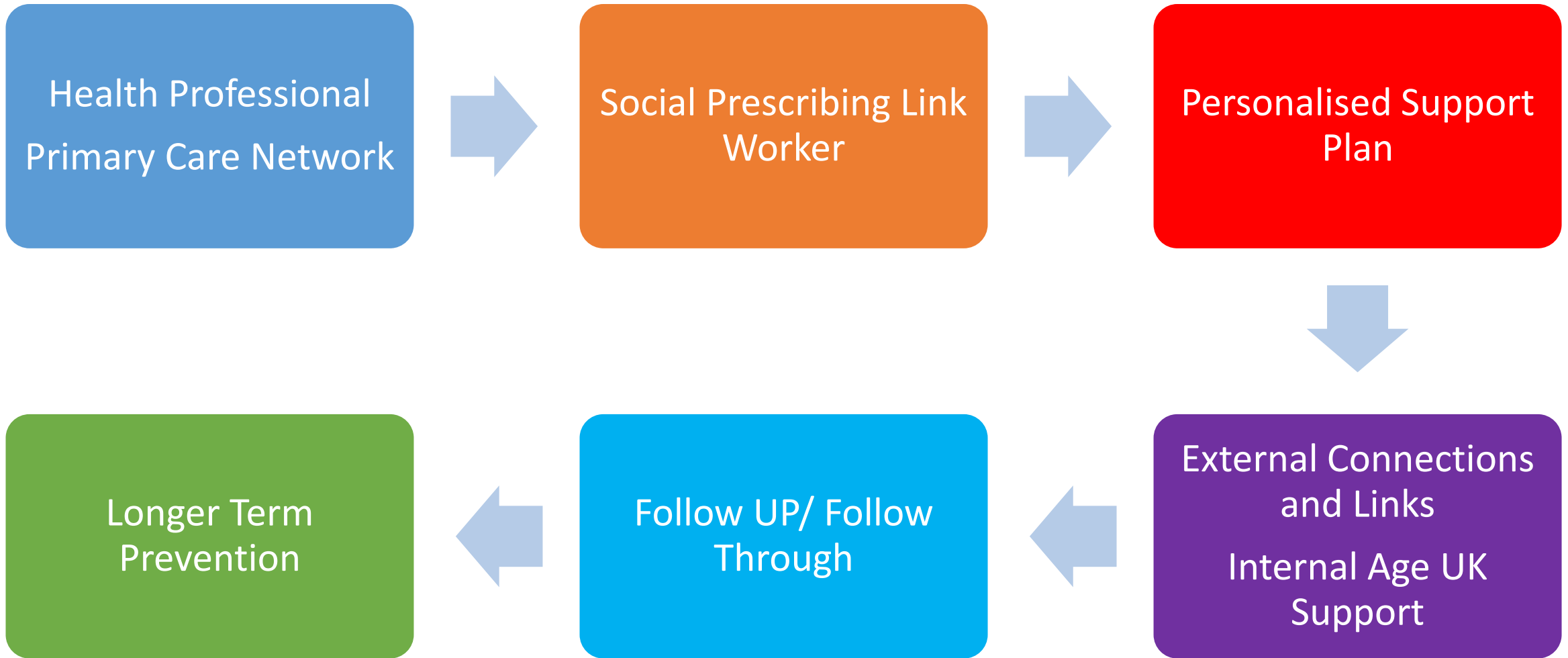


"We recommend patients of all adult ages to Age UK Islington. They offer a source of non-medical intervention to help improve the health and wellbeing for clients. That extra level of support helps people to reach their goals in life."

Dr Claire Phillips
St John's Way
Medical Centre



Age UK Islington - Social Prescribing Link Worker



Social Prescribing

Referral



Support
Plan



The
Prescription

- Social prescribing is designed to support people with a wide range of social, emotional or practical needs by removing structural or personal barriers

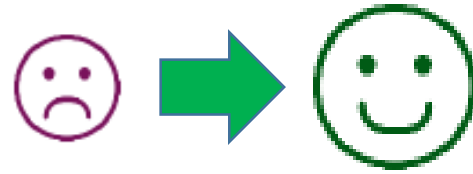
- What matters to the person – their priorities, interests, values and motivation
- Community groups and services the person will be connected to
- What the person can expect of community support and services
- What the person can do for themselves, in order to keep well and active
- What assets people already have that they can draw on – family, friends, hobbies, skills and passions

- Support you to get the right information and make the right choices for you
- Support to make contact, engage and attend
- We'll then give you a call to find out how things are and if things are working out
- Follow up with a Wellbeing check in a couple of months

Social Prescribing: What is 'Prescribed'?

Goals and Outcomes:

- **Being Connected:** Get out and about, meet people
- **Housing & Home:** Have my own home, Keep my home nice, Keep my home warm, Look after my home
- **Money:** Afford more of what I need, Avoid debts, Have more money coming in, Manage spending
- **Positivity:** Be less anxious, Follow my interests, Make my own decisions.
- **Safety:** Avoid accidents, Be less worried about falling.
- **Wellness:** Cope with bereavement, Eat properly & well, Get the support I need, Get a needed break, Keep fit, Keep warm.
- **Work & Involvement:** Get into work, Stay in work, Volunteer time and skills.



'SOCIAL PRESCRIBING'



Islington Law Centre
Bereavement Service
Expert Patient Programme
Iwork
Recovery College
Powerloss Welfare Check
Fire Safety Visits
Cleaning Company
Fit Money

Theatre Matinees
Creative Tasters
IT Help Sessions
Sport and Social
Dance
Friendship Wheels
Stress Project
Film Nights

Readiness for Social Prescribing?



1 Management of Barriers



THEN

2 Social Prescribing



Getting in touch: Age UK Islington Contact Details

COMPLEX & SIMPLE
HEALTH & SOCIAL ISSUES
SHORT & LONG TERM SUPPORT
ONE REFERRAL
PHYSICAL & MENTAL HEALTH
ALL ADULT AGES
SIGNPOST OR REFER
CARER & ONE
CARED FOR
SOCIAL PRESCRIBING
POINT
CONNECT
TO MANY
SERVICES
SHORT & LONG TERM
SUPPORT
PHYSICAL & MENTAL HEALTH
SIGNPOST OR REFER
ONE SOCIAL PRESCRIBING POINT
SHORT AND LONG TERM SUPPORT
CARER AND CARED FOR
COMPLEX AND SIMPLE ISSUES
ALL ADULT AGES
CONNECT TO MANY SERVICES



1 NUMBER:

0207 281 6018

1 EMAIL:

gethelp@ageukislington.org.uk

No Forms, No Hassle

- ✓ One contact number: Monday to Friday 9am – 5pm
- ✓ One Email Address
- ✓ Visit out contact centre: 9 Manor Gardens N7 (just off Holloway Road) Monday to Friday 10am – 4pm
- ✓ Visit Our website: <https://www.ageuk.org.uk/islington/>

Client Story 1

Situation	Male 63 – Recent discharge from hospital due to severe back pain. Had been in hospital for several months and had built up debts and was in arrears. Lived on his own.
How they accessed the service	Referred by GP via email
What they wanted to do	Support addressing letters and contacting gas, electricity, phone companies Support to apply for Benefits (including attendance allowance) Support to find shopping and cleaning companies Attend an Activity to improve mobility
What we supported them with	Assistance to sort out bills: Letters and phone calls Referred to DWP Home Visiting Service Explored various options for paid for services Provided a range of different options for Pilates and transport to and from the class
Outcomes	Agreed Payment plans for Bills Granted Attendance Allowance Once weekly personal assistance to help with shopping and cleaning Attends weekly Gentle Pilates Class - affordable transport via a Taxicard



- ✓ **Afford more of what I need**
- ✓ **Get Out and About**
- ✓ **Look After my Home**
- ✓ **Meet People - Connectedness**
- ✓ **Manage Spending**
- ✓ **Make my own decisions**

Client Story 2

Situation	Female 42, carer for her mother who recently passed away. Anxiety & Panic Attacks, Loss of identity, housing and life interests.
How they accessed the service	Was previously with Age UK Islington's Carer's Service and we were following up with a phone call to find out how she was doing.
What they wanted to do	Talk about her Bereavement and Loss – both for her mother and her sense of role in life. Get some help with Benefits and Finances Support with Rehousing Look at Volunteering Options
What we supported them with	Referred to the Islington Bereavement Counselling Service Supported with appeal for ESA Supported with housing bidding process. Connected to volunteering opportunities and Peer Coach mentor program.
Outcomes	Receiving counselling to deal with bereavement. Supported in benefits claim, has now moved to a one bed flat, is now training as a peer coach mentor, panic attacks seem to have stopped.



- ✓ Get the support I need
- ✓ Have more money coming in
- ✓ Have my own home
- ✓ Afford more of what I need
- ✓ Be less anxious
- ✓ Follow my interests

Social prescribing and navigation services

Feedback from migrant communities

Islington Patient Group, November 2019



‘I have a problem with depression, and when I come to the group I feel better.’

Local resident helped by the Islington Bangladesh Association to access Zumba classes, Arabic lessons, and a gardening club

The Diverse Communities partnership

- Diverse Communities is a partnership of voluntary organisations supporting Islington residents from Arabic, Bengali, Cypriot, Eritrean, Ethiopian, Greek, Kurdish, Middle-Eastern, Turkish, Latin American, North African and Somali communities.
- We spoke to 154 residents from migrant communities about their experiences of NHS funded social prescribing and navigation services (HOYD, Age UK Navigators, Dementia and Stroke Navigators).

NHS funded services are not reaching migrant communities. Community organisations are being relied on to bridge this gap

- 11 of the 154 people we spoke to had used social prescribing and navigation services funded by the NHS. Awareness of these services was low.
- 123 people had used social prescribing and navigation services provided by the organisations in the Diverse Communities partnership. Satisfaction with these services was high. They were seen as easy to access and effective.

How do we ensure equality of access to social prescribing and navigation services?

- Community organisations are able to refer residents to activities delivered in their first language in appropriate cultural settings. They also provide the ongoing support necessary to help vulnerable clients continue to engage with wellbeing services. They do not receive NHS funding for this work.

‘The sector is creative and resourceful in finding ways to meet need, but this work is not strategically funded. The funding structure potentially then contributes to the further marginalising of these vulnerable groups.’

Deniz Uğur, Director, IMECE Women’s Centre

Pharmacy Developments

Nikesh Patel

Islington Pharmacist

GP Appointments

Dr Katie Coleman

Islington GP

*NHS App and online
appointment booking*

Healthwatch Islington

Online GP services



Book appointments

Book face-to-face or remote online appointments with your GP, nurse or clinician at a time that suits you



Order repeat prescriptions

Request repeat prescriptions online, with delivery of your prescription to your preferred pharmacy



View your medical record

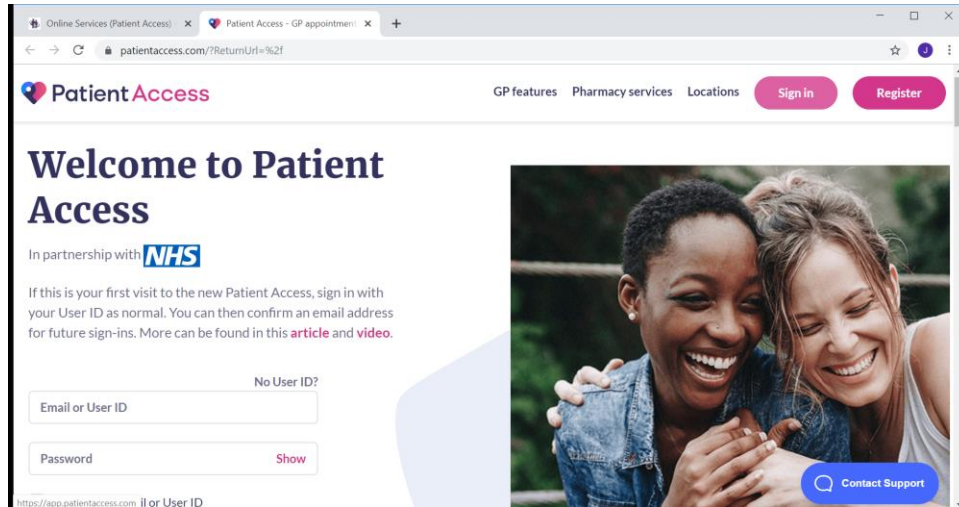
Keep track of your medical records, including easy access to test results and details of your immunisations and allergies

Signing up to online GP services

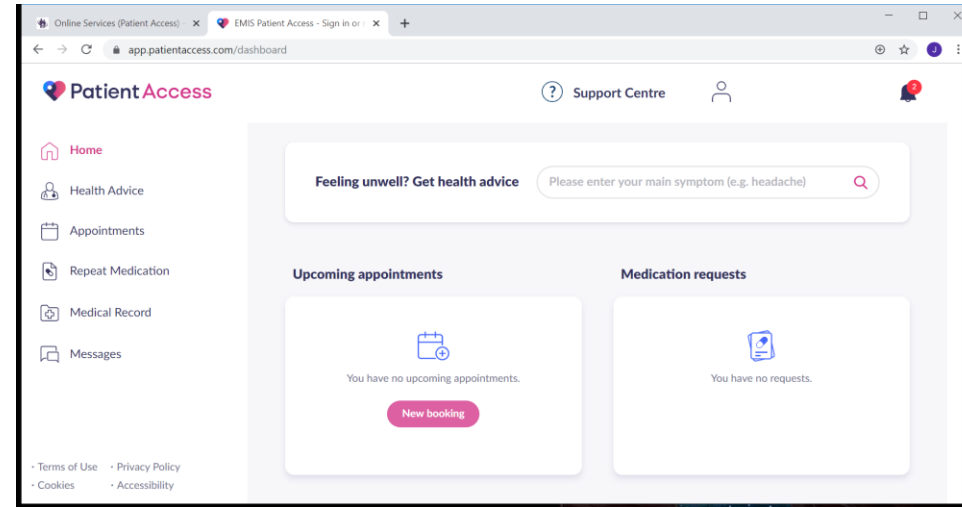
- You will need to get log in details from surgery (you might need to show them ID)
- You will need to have set up an e-mail address.
- Go to <https://www.patientaccess.com/>
- You will need to download an App if you want to use your smartphone.

Booking Appointments on a computer

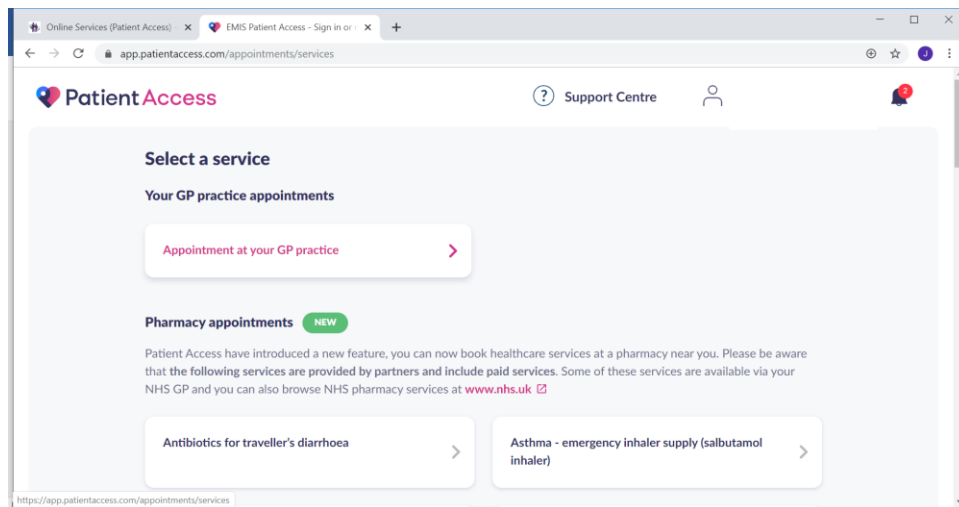
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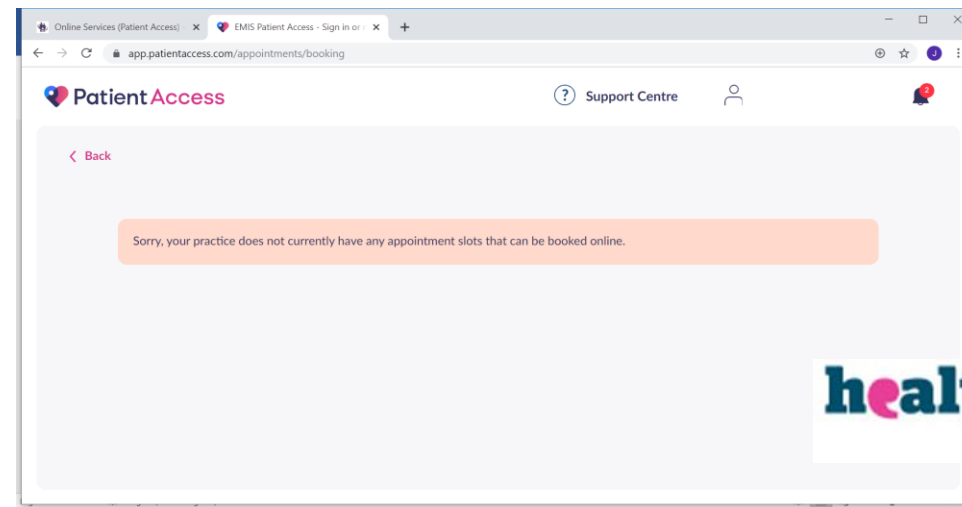
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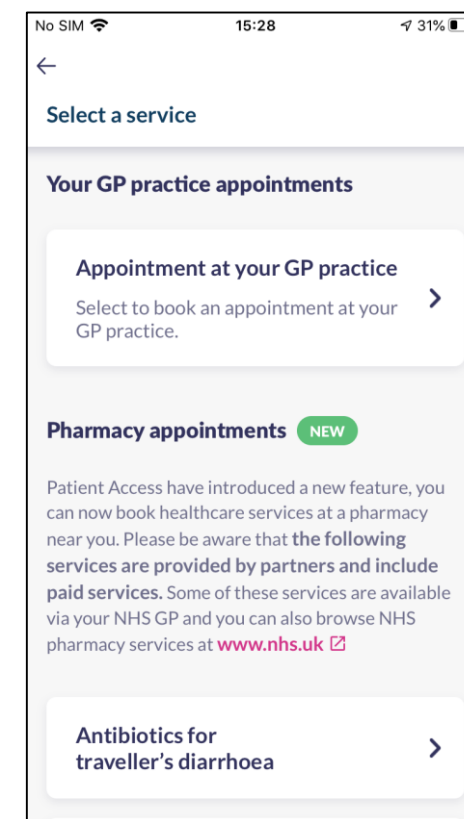
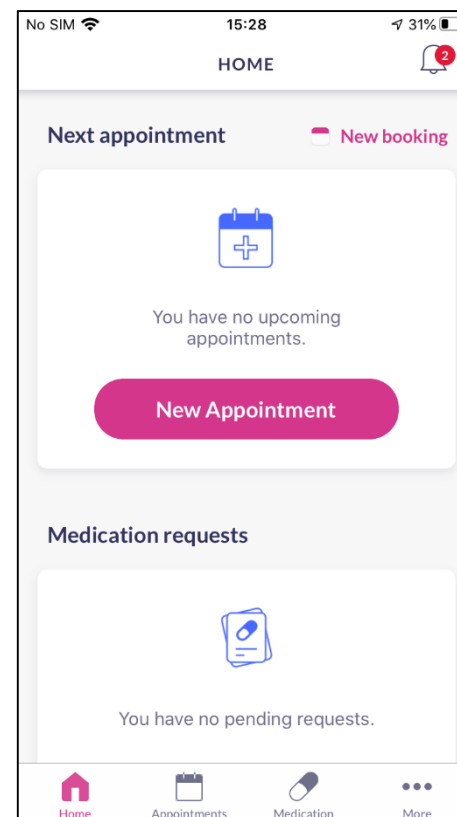
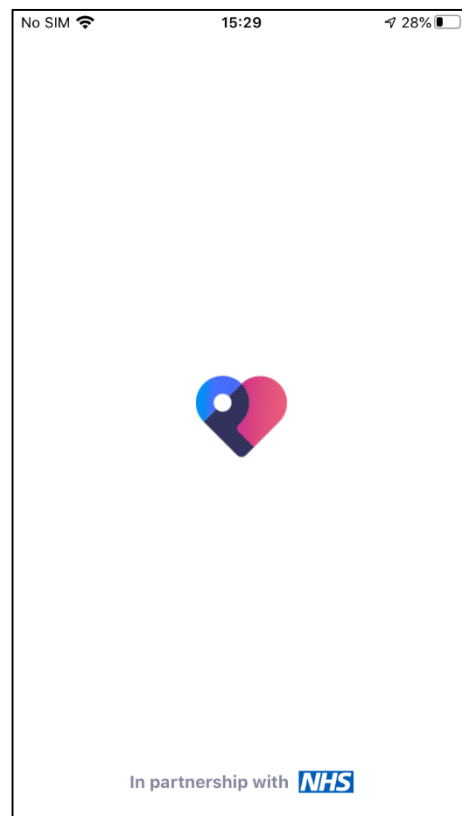
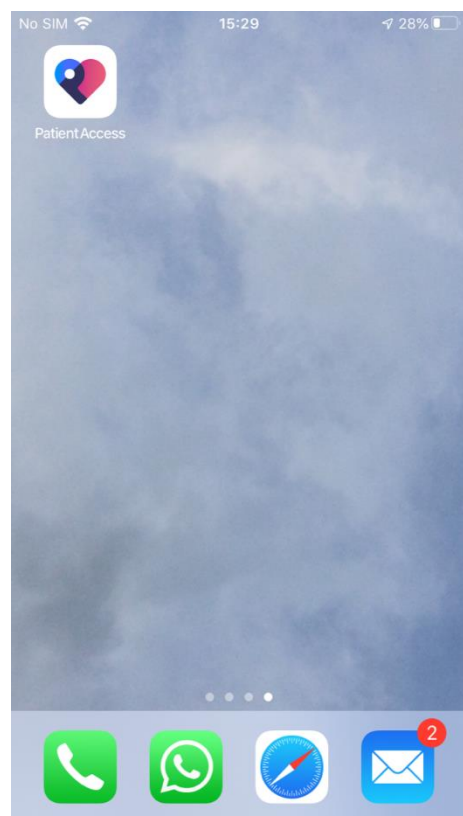
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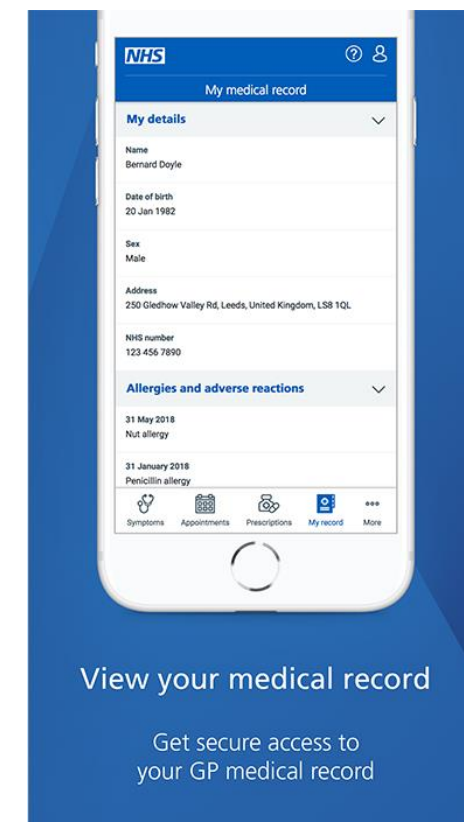
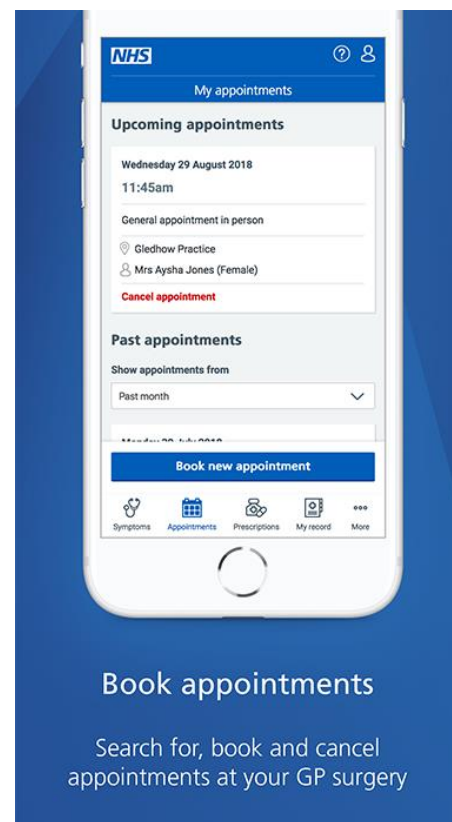
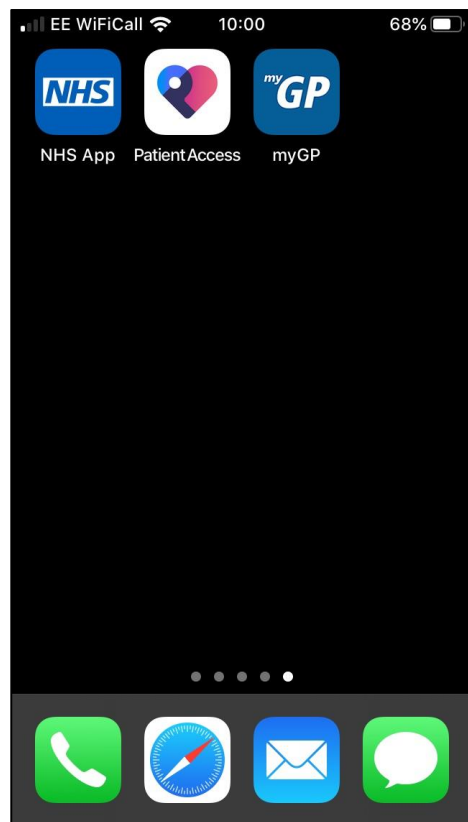
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Using an App



Using an App



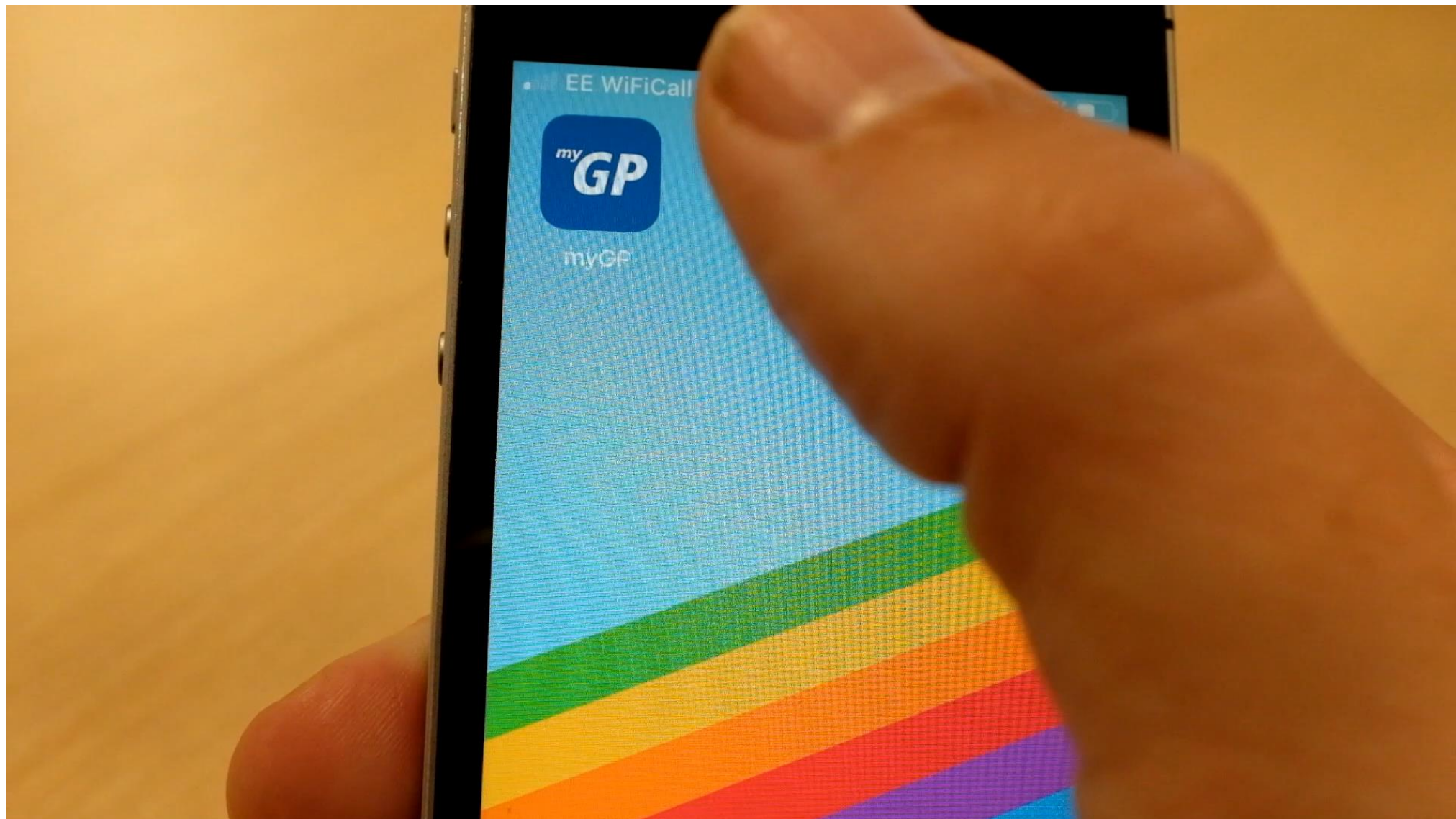


Table Discussion questions

- How do you think these new initiatives
 - will benefit patients?
 - Social prescribing
 - Pharmacy services
 - GP appointments
- Online services for patients

Two key points ...

- Please use the large post-its provided to write down
- two main points from your table.
- Please tell us these points in the feedback session
- And stick your post-it to the table afterwards

What happens now

- Notes of this meeting will be circulated. This will include responses to any outstanding questions
- Healthwatch Islington will be launching a campaign to raise awareness of the range of primary care services and how to access them
- The CCG will be reviewing these meetings and we will let you know what is planned for the future. Please do complete our evaluation form (on the table) to help with this.
- Thank you and good bye.