

Health, Adult Social Care, Communities and Citizenship Scrutiny Sub- Committee

Wednesday 5 March 2014

7.00 pm

Ground Floor Meeting Room G02A - 160 Tooley Street, London SE1
2QH

Supplemental Agenda

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8.	Review : Access into Health Services in Southwark	1 - 45

The final results of the scrutiny survey on access into health services is attached.

Contact

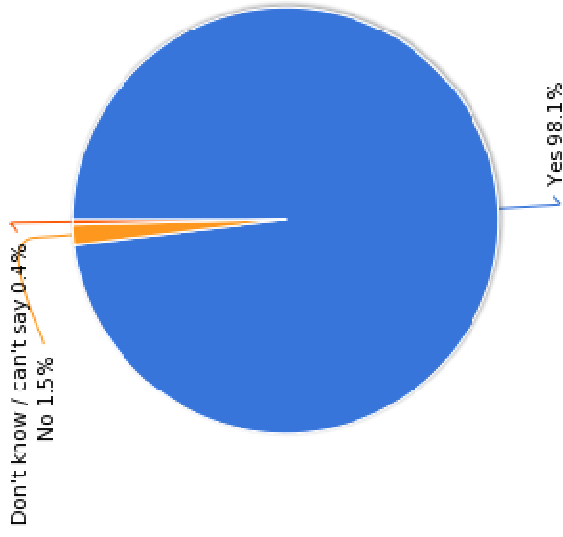
Julie Timbrell on 020 7525 0514 or email: julie.timbrell@southwark.gov.uk

Date: 4 March 2014

Access to Health Services Survey – final results

February 2014

Have you used the NHS in the last two years?



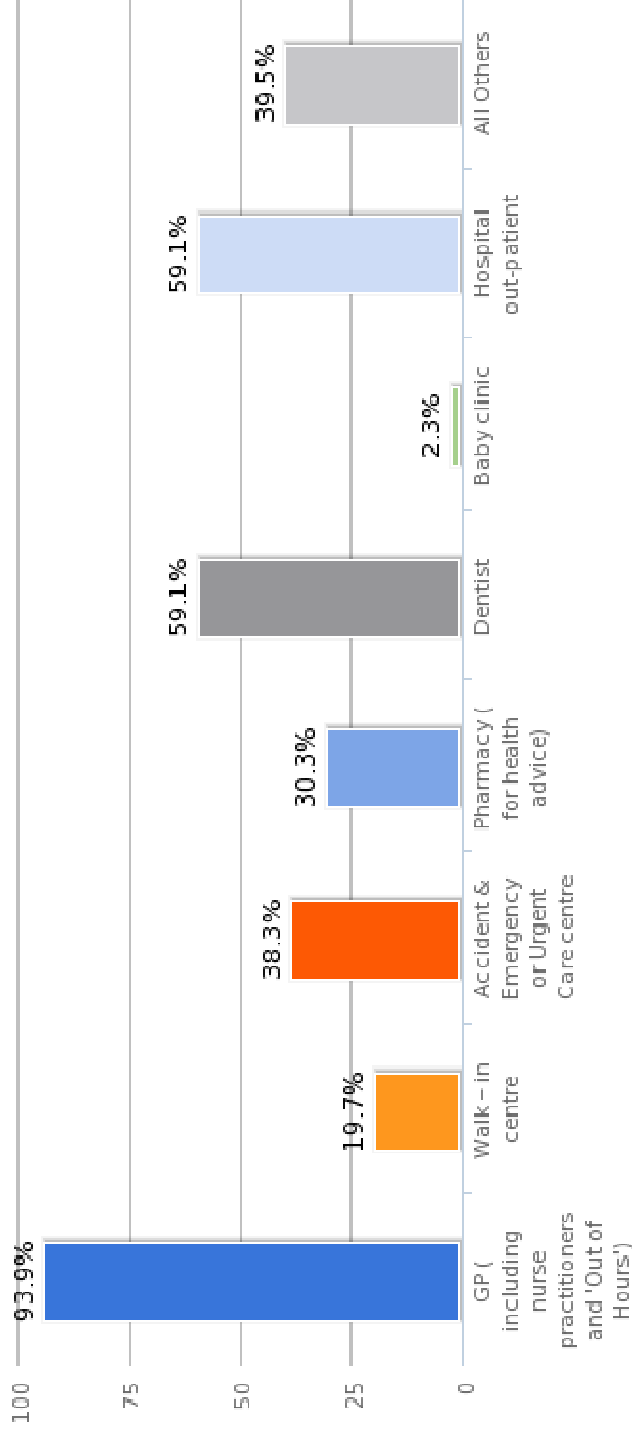
Value	Count	Percent
Yes	264	98.1%
No	4	1.5%
Don't know / can't say	1	0.4%

Statistics

Total Responses

269

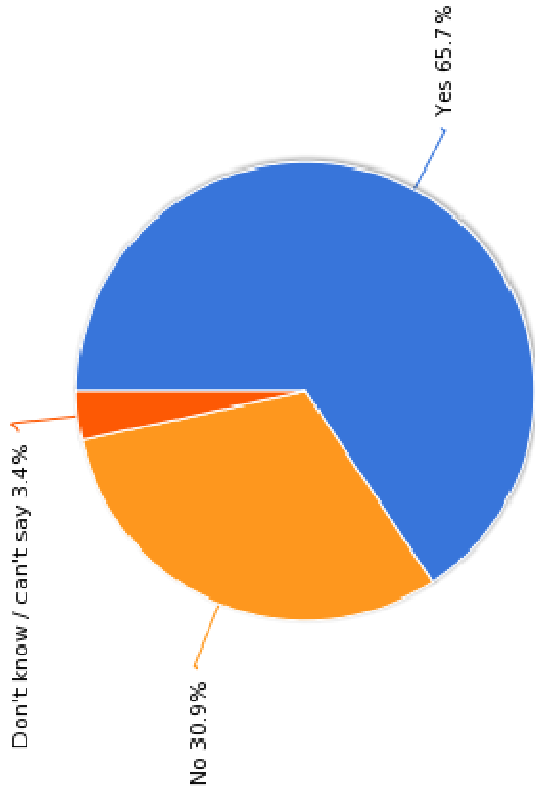
Which services have you used in the last two years?



Value	Count	Percent
GP (including nurse practitioners and 'Out of Hours')	248	93.9%
Walk – in centre	52	19.7%
Accident & Emergency or Urgent Care centre	101	38.3%
Pharmacy (for health advice)	80	30.3%
Dentist	156	59.1%
Baby clinic	6	2.3%
Hospital out-patient	156	59.1%
Hospital in-patient	53	20.1%
Community Mental Health service	25	9.5%
Some other service(s)	25	9.5%
None	0	0.0%
Don't know / can't say	1	0.4%

Statistics	Count
Total Responses	264

Do you have a long-standing health condition?

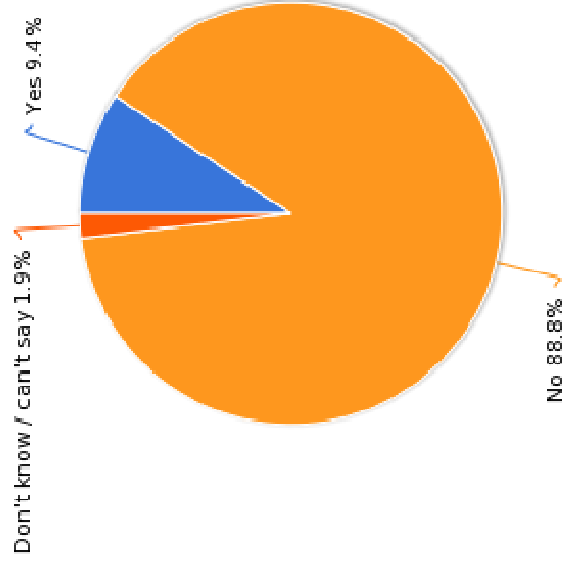


Value	Count	Percent
Yes	174	65.7%
No	82	30.9%
Don't know / can't say	9	3.4%

Statistics

Total Responses 265

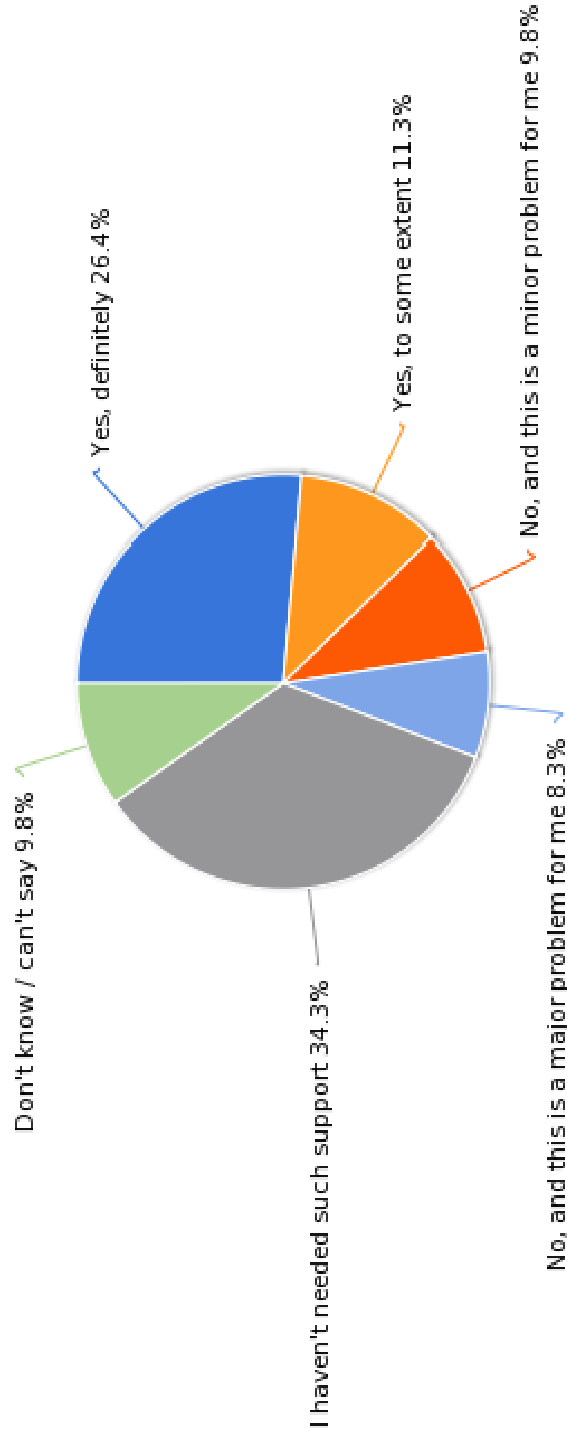
Do you receive support from Social Services (for example, do you use a day centre, have home help, receive direct payments etc)?



Value	Count	Percent
Yes	25	9.4%
No	237	88.8%
Don't know / can't say	5	1.9%

Statistics	
Total Responses	267

In the last six months, have you had enough support from local services or organisations to help manage your long-term health condition(s) and meet your social care needs? Please think about all services and organisations, not just health services. This could include services from the community, housing support or government benefits.

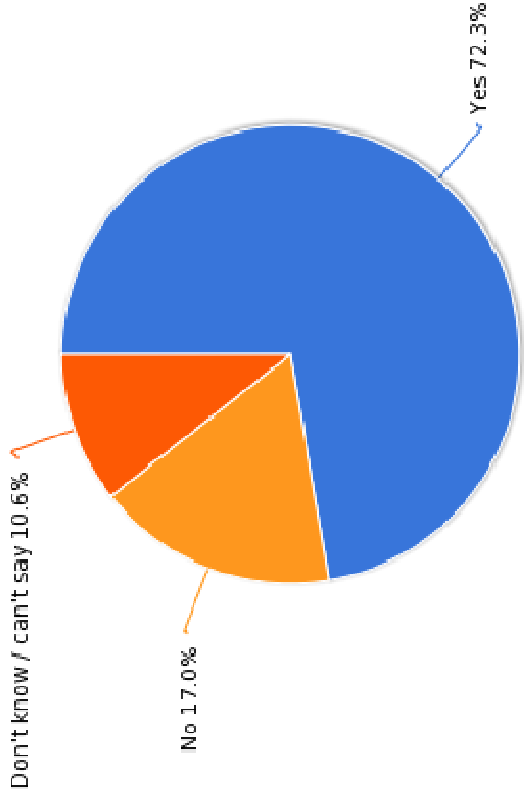


Value	Count	Percent
Yes, definitely	70	26.4%
Yes, to some extent	30	11.3%
No, and this is a minor problem for me	26	9.8%
No, and this is a major problem for me	22	8.3%
I haven't needed such support	91	34.3%
Don't know / can't say	26	9.8%

Statistics
Total Responses

265

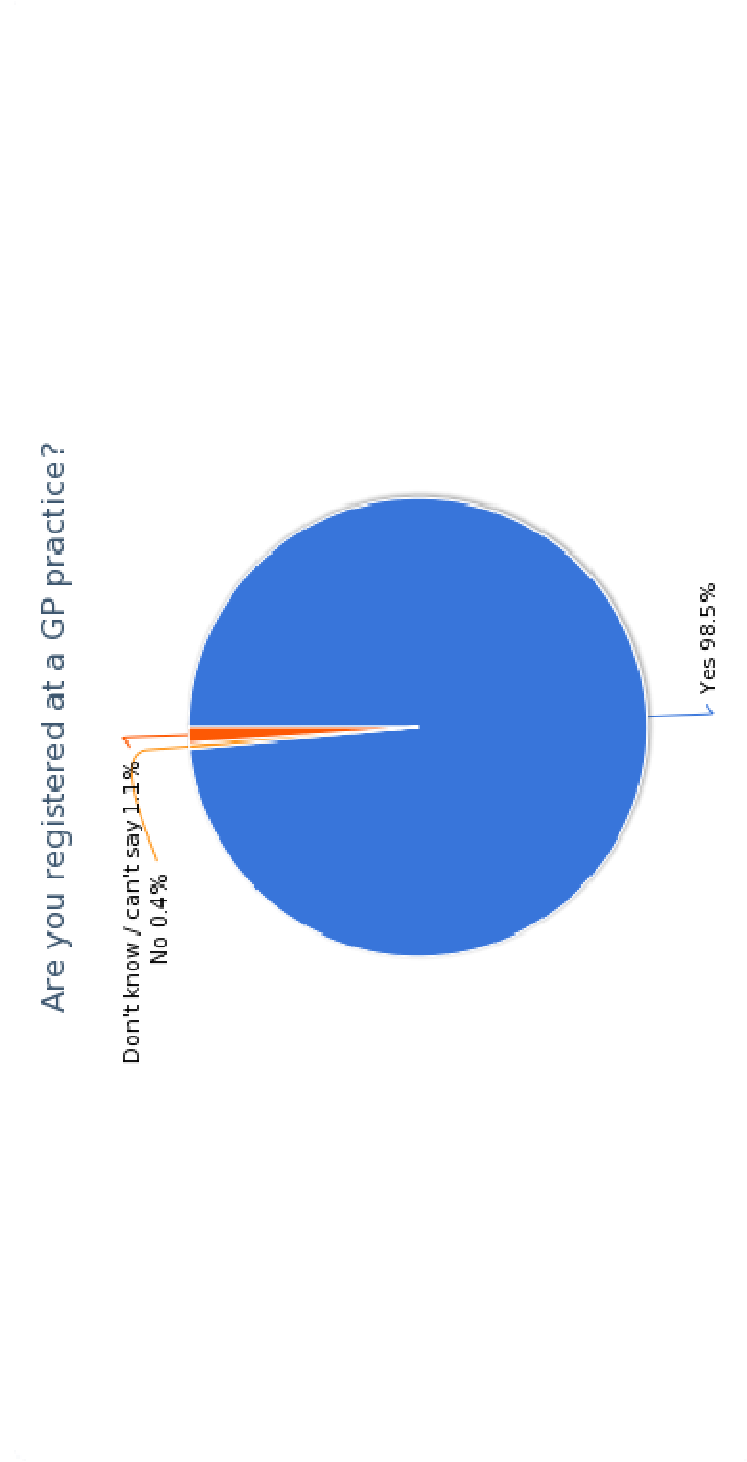
Is this lack of support affecting your health and wellbeing?



Value	Count	Percent
Yes	34	72.3%
No	8	17.0%
Don't know / can't say	5	10.6%

Statistics

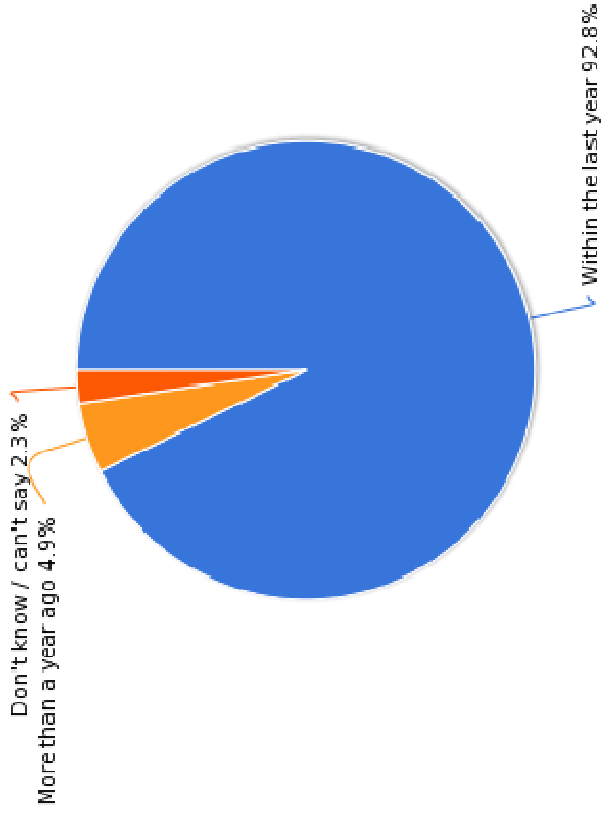
Total Responses 47



Value	Count	Percent
Yes	264	98.5%
No	1	0.4%
Don't know / can't say	3	1.1%

Statistics
Total Responses
268

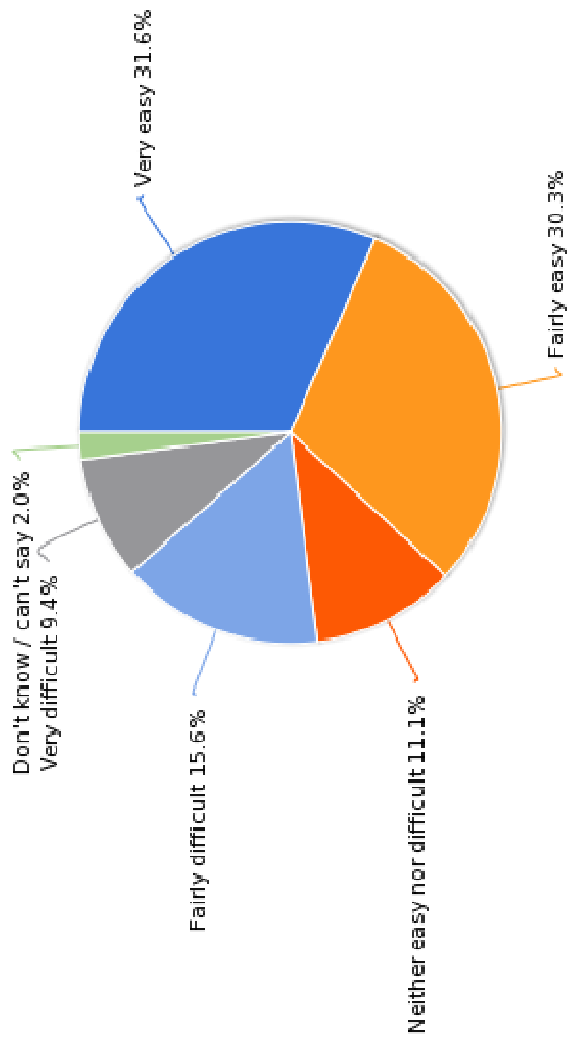
When was the last time you saw (or tried to see) a doctor at your GP practice?



Value	Count	Percent
Within the last year	244	92.8%
More than a year ago	13	4.9%
Don't know / can't say	6	2.3%

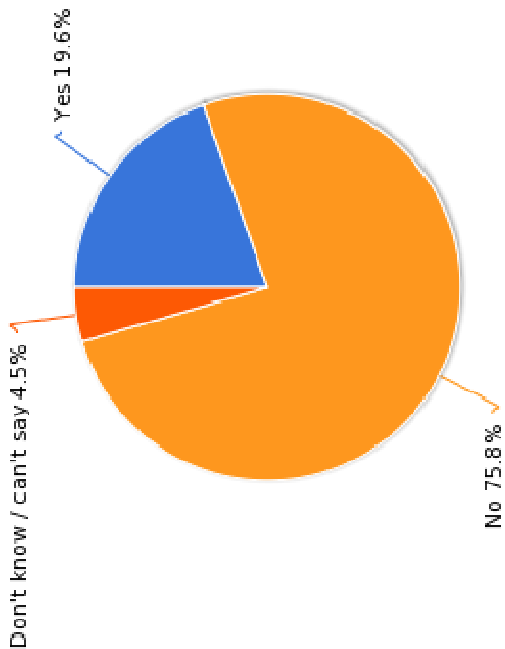
Statistics	
Total Responses	263

Thinking about this most recent visit, how easy was it to get a timely appointment with a GP?



Value	Count	Percent
Very easy	77	31.6%
Fairly easy	74	30.3%
Neither easy nor difficult	27	11.1%
Fairly difficult	38	15.6%
Very difficult	23	9.4%
Don't know / can't say	5	2.1%
Statistics		
Total Responses		244

Have you used an alternative NHS service in the last year because you could not get a GP appointment at a satisfactory time, or were unable to access a GP through the 'Out of Hours' service?



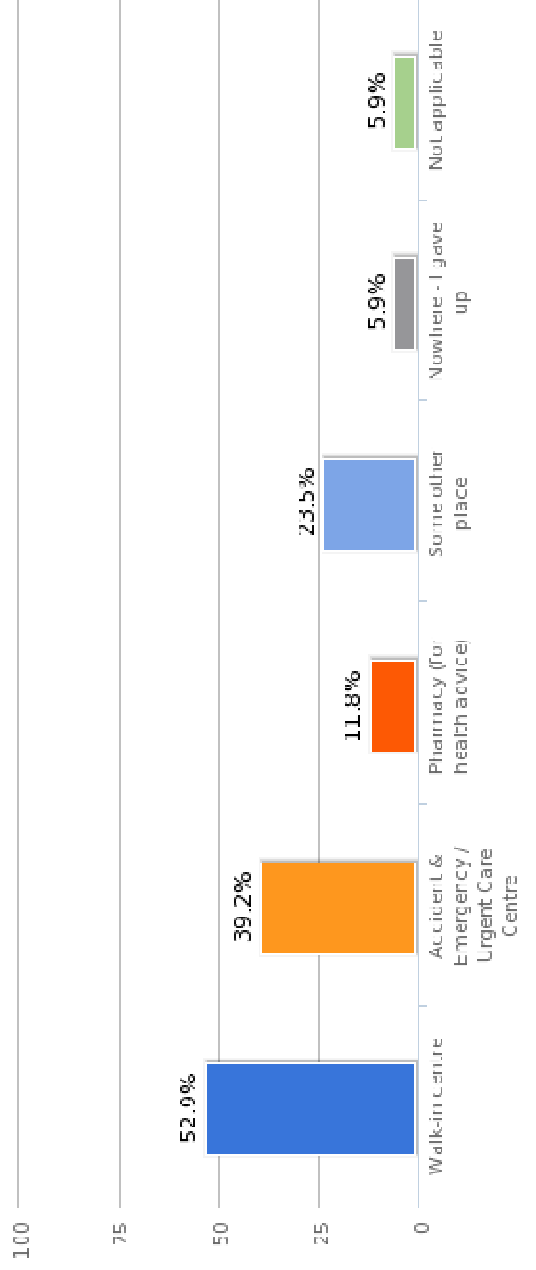
Value	Count	Percent
Yes	52	19.6%
No	201	75.9%
Don't know / can't say	12	4.5%

Statistics

Total Responses

265

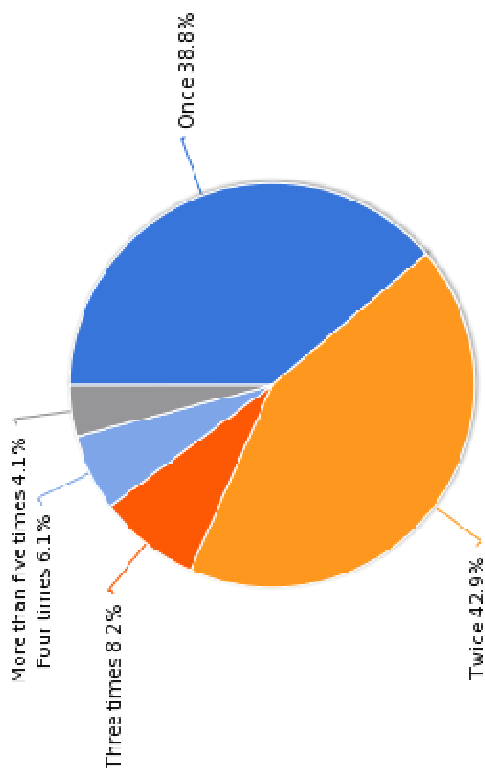
When you have been unable to see a doctor in a way that met your needs, where did you go?



Value	Count	Percent
Walk-in centre	27	52.9%
Accident & Emergency / Urgent Care Centre	20	39.2%
Pharmacy (for health advice)	6	11.8%
Some other place	12	23.5%
Nowhere - I gave up	3	5.9%
Not applicable	3	5.9%

Statistics	
Total Responses	51

How many times has this happened in the last year?



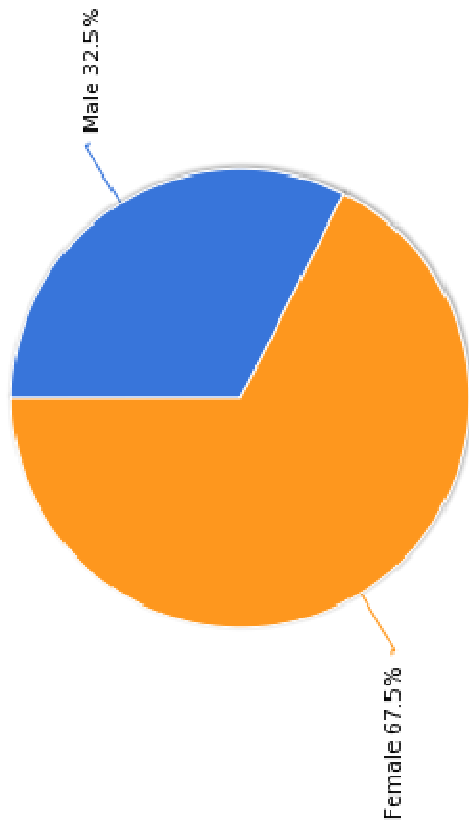
Value	Count	Percent
Once	19	38.8%
Twice	21	42.9%
Three times	4	8.2%
Four times	3	6.1%
More than five times	2	4.1%
Hasn't happened in the last year	0	0.0%

Statistics

Total Responses

49

Are you male or female?

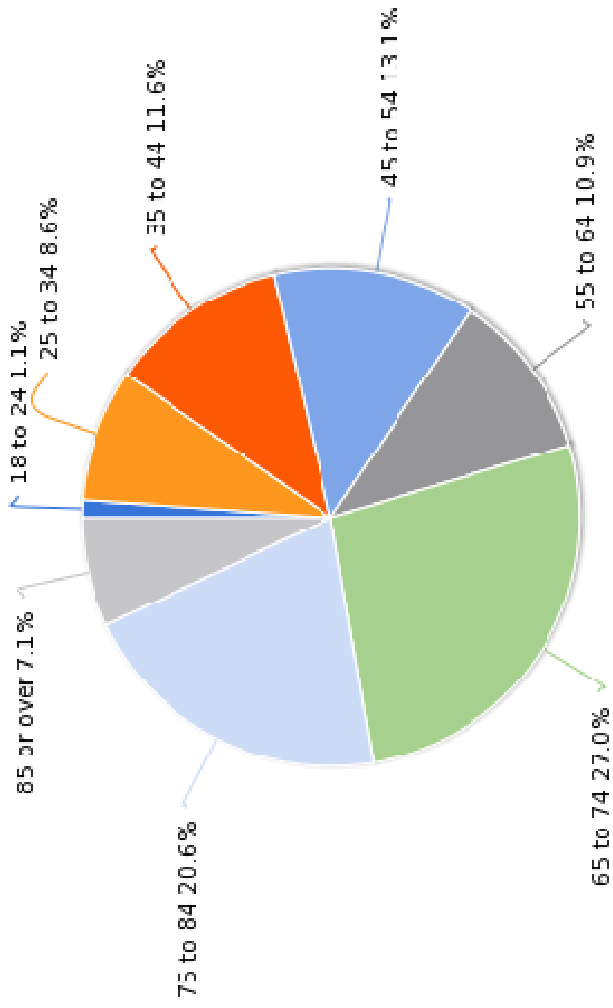


Value	Count	Percent
Male	86	32.5%
Female	179	67.6%

Statistics

Total Responses 265

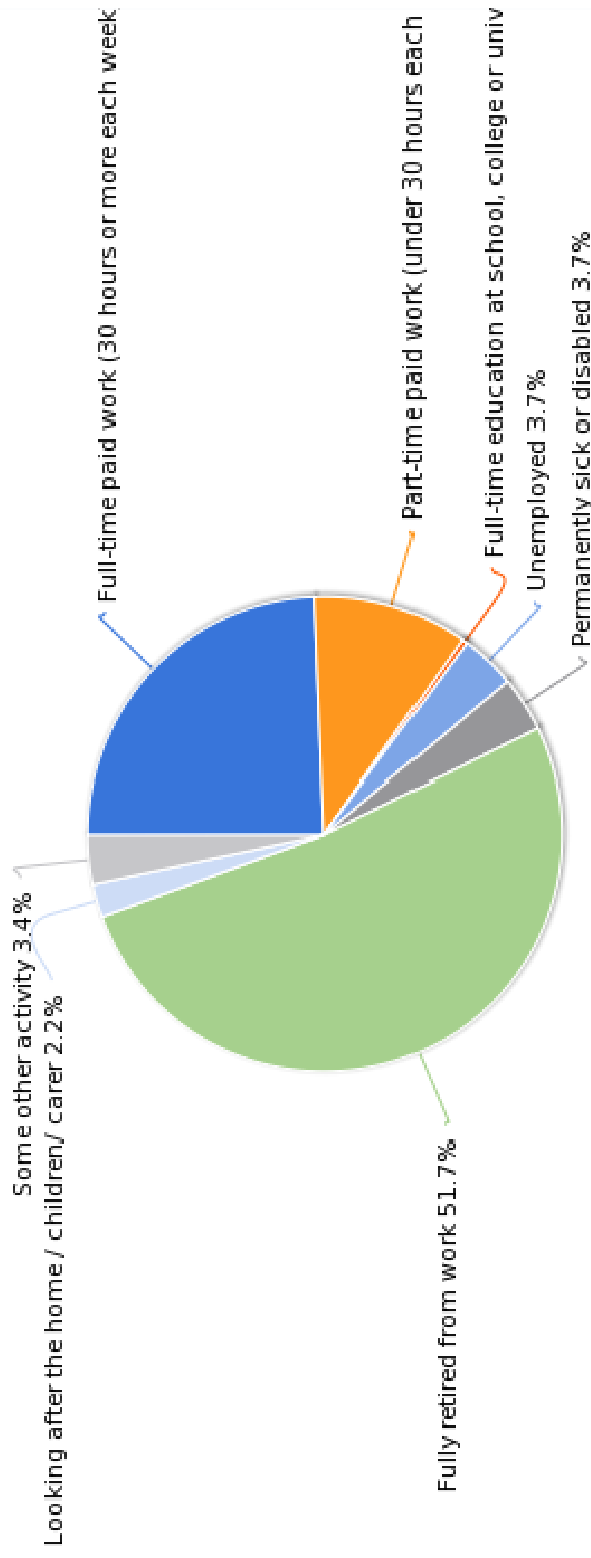
How old are you?



Value	Count	Percent
Under 18	0	0.0%
18 to 24	3	1.1%
25 to 34	23	8.6%
35 to 44	31	11.6%
45 to 54	35	13.1%
55 to 64	29	10.9%
65 to 74	72	27.0%
75 to 84	55	20.6%
85 or over	19	7.1%

Statistics	
Total Responses	267
Sum	15,304.0
Avg.	57.3
StdDev	17.9
Max	85.0

Which of the following best describes your current activity? If more than one of these apply, please choose your main activity.



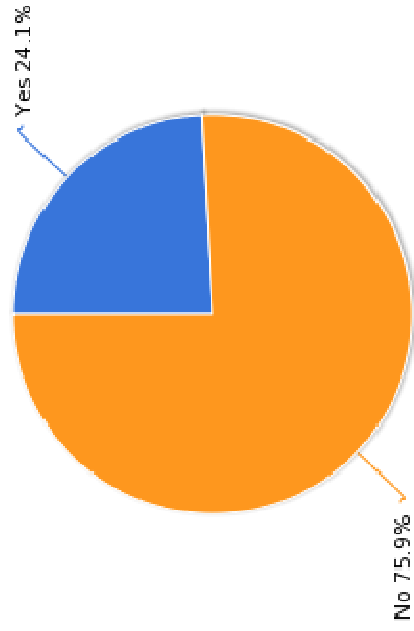
Value	Count	Percent
Full-time paid work (30 hours or more each week)	65	24.3%
Part-time paid work (under 30 hours each week)	28	10.5%
Full-time education at school, college or university	1	0.4%
Unemployed	10	3.8%
Permanently sick or disabled	10	3.8%
Fully retired from work	138	51.7%
Looking after the home / children/ carer	6	2.3%
Some other activity	9	3.4%

Statistics

Total Responses

267

Do you look after or give any help or support to family members, friends, neighbours or anyone else because of either: long-term physical or mental health / disability; or problems relating to old age?



Value

Yes
No

Count

61
192

Percent

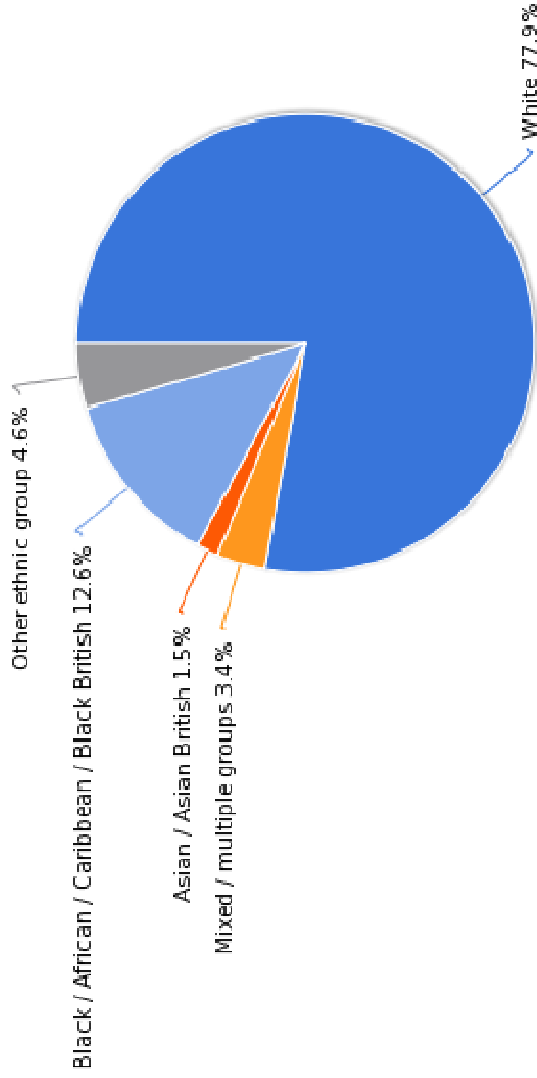
24.1%
75.9%

Statistics

Total Responses

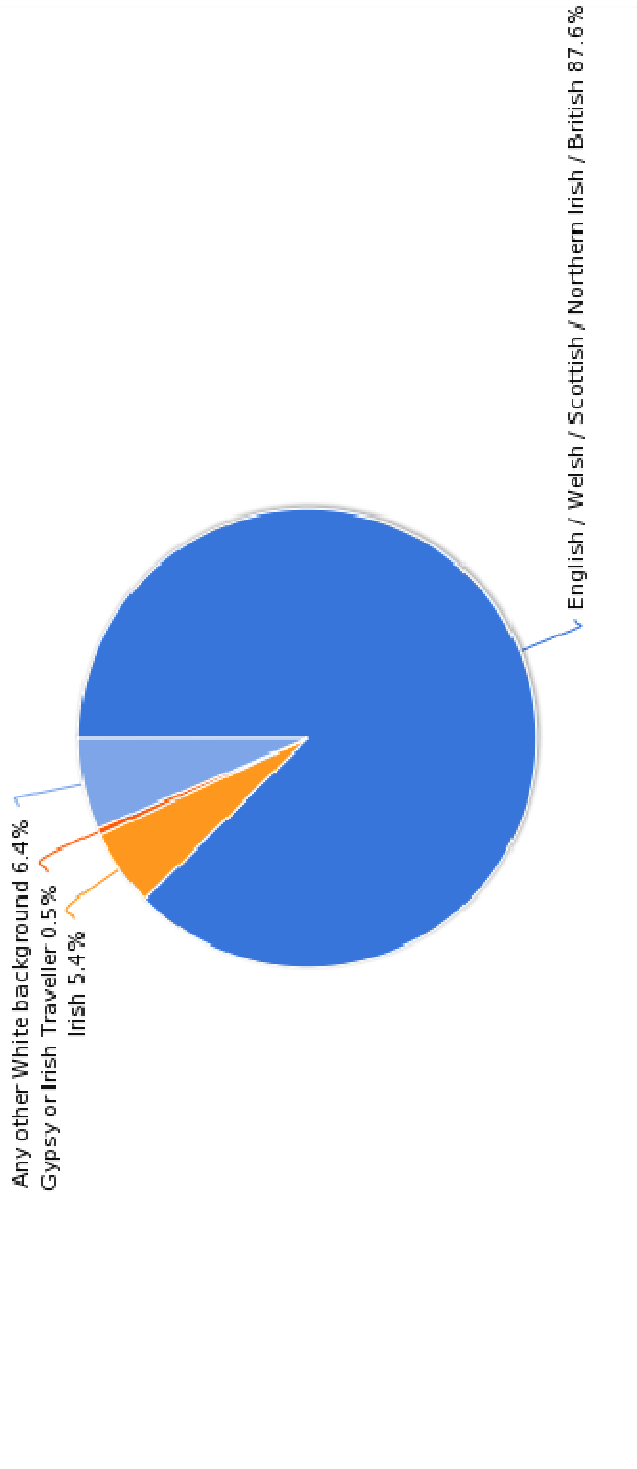
253

What is your ethnic group?



Value	Count	Percent
White	204	77.9%
Mixed / multiple groups	9	3.4%
Asian / Asian British	4	1.5%
Black / African / Caribbean / Black British	33	12.6%
Other ethnic group	12	4.6%
Statistics		
Total Responses		262

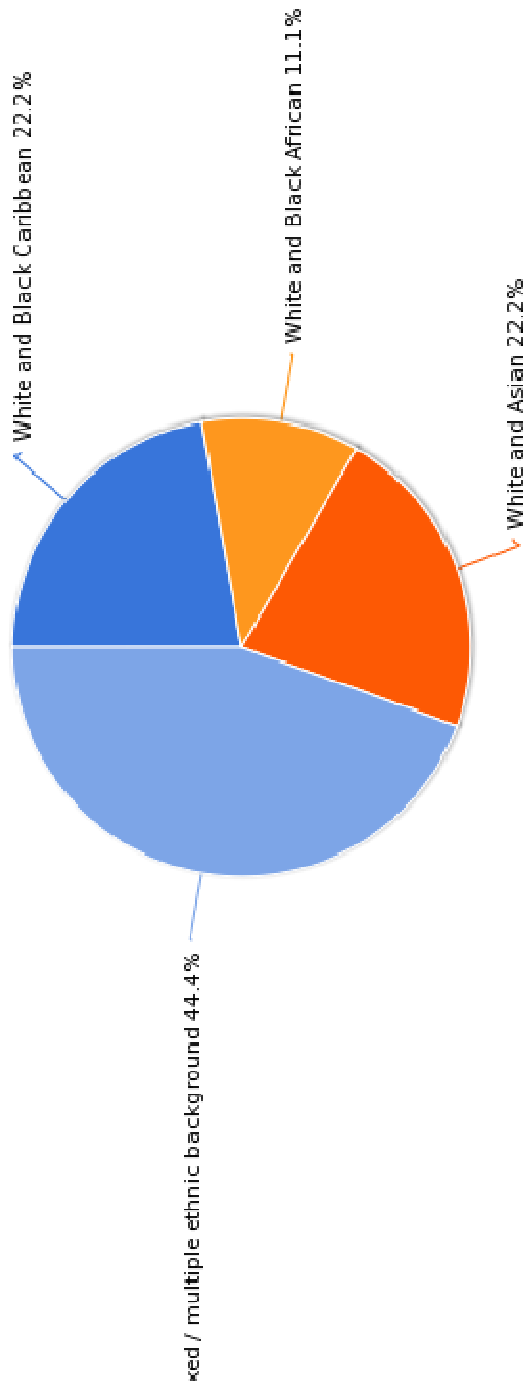
Again, what is your ethnic group?



Value	Count	Percent
English / Welsh / Scottish / Northern Irish / British	177	87.6%
Irish	11	5.5%
Gypsy or Irish Traveller	1	0.5%
Any other White background	13	6.4%

Statistics	
Total Responses	202

Again, what is your ethnic group?



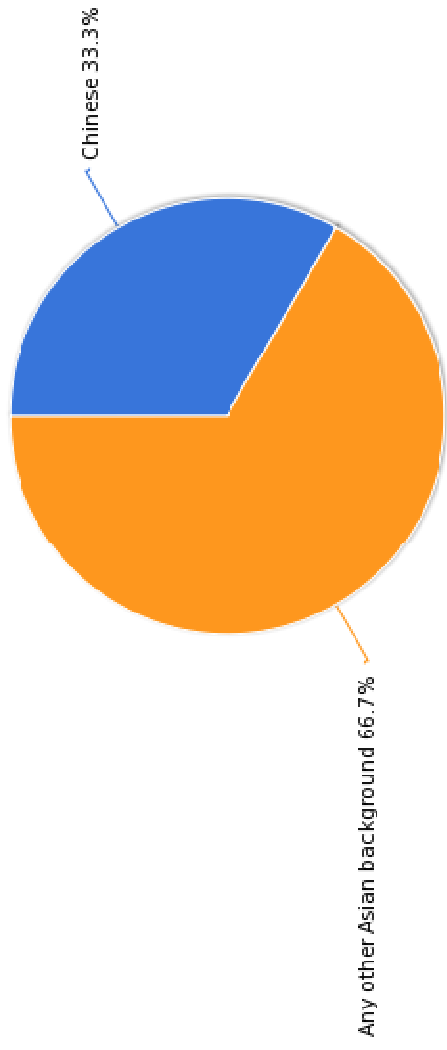
Value	Count	Percent
White and Black Caribbean	2	22.2%
White and Black African	1	11.1%
White and Asian	2	22.2%
Any other mixed / multiple ethnic background	4	44.4%

Statistics

Total Responses

9

Again, what is your ethnic group?

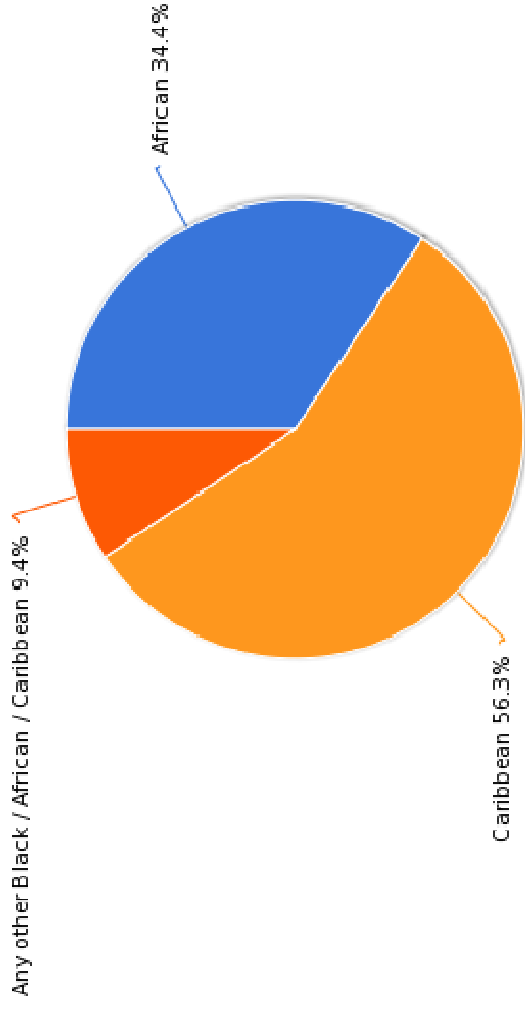


Value	Count	Percent
Indian	0	0.0%
Pakistani	0	0.0%
Bangladeshi	0	0.0%
Chinese	1	33.3%
Any other Asian background	2	66.7%

Statistics
Total Responses

3

Again, what is your ethnic group?



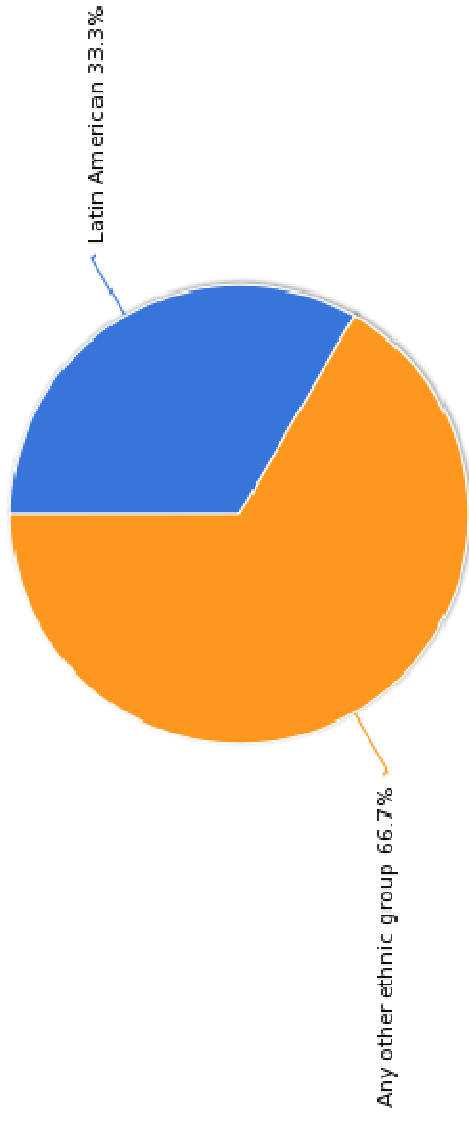
Value	Count	Percent
African	11	34.4%
Caribbean	18	56.3%
Any other Black / African / Caribbean	3	9.4%

Statistics

Total Responses

32

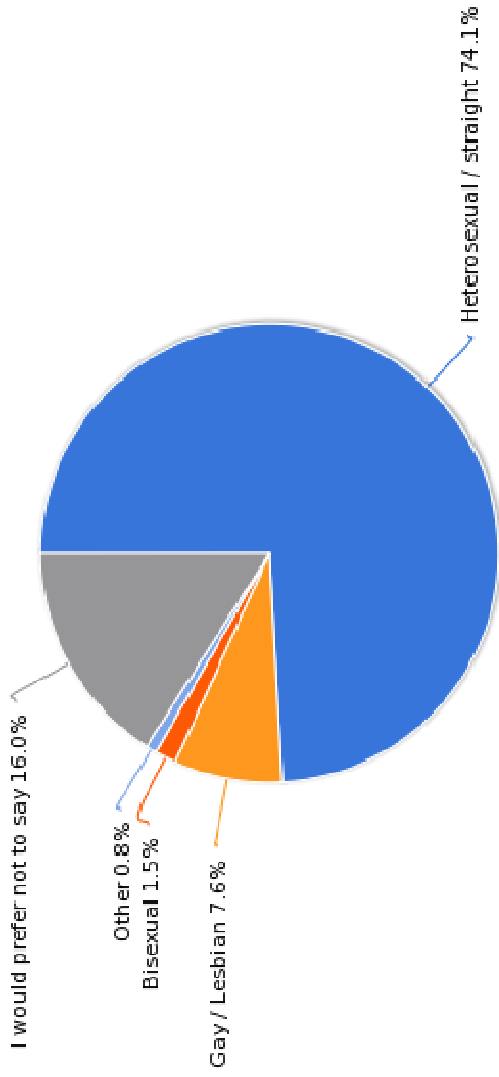
Again, what is your ethnic group?



Value	Count	Percent
Arab	0	0.0%
Latin American	3	33.3%
Any other ethnic group	6	66.7%

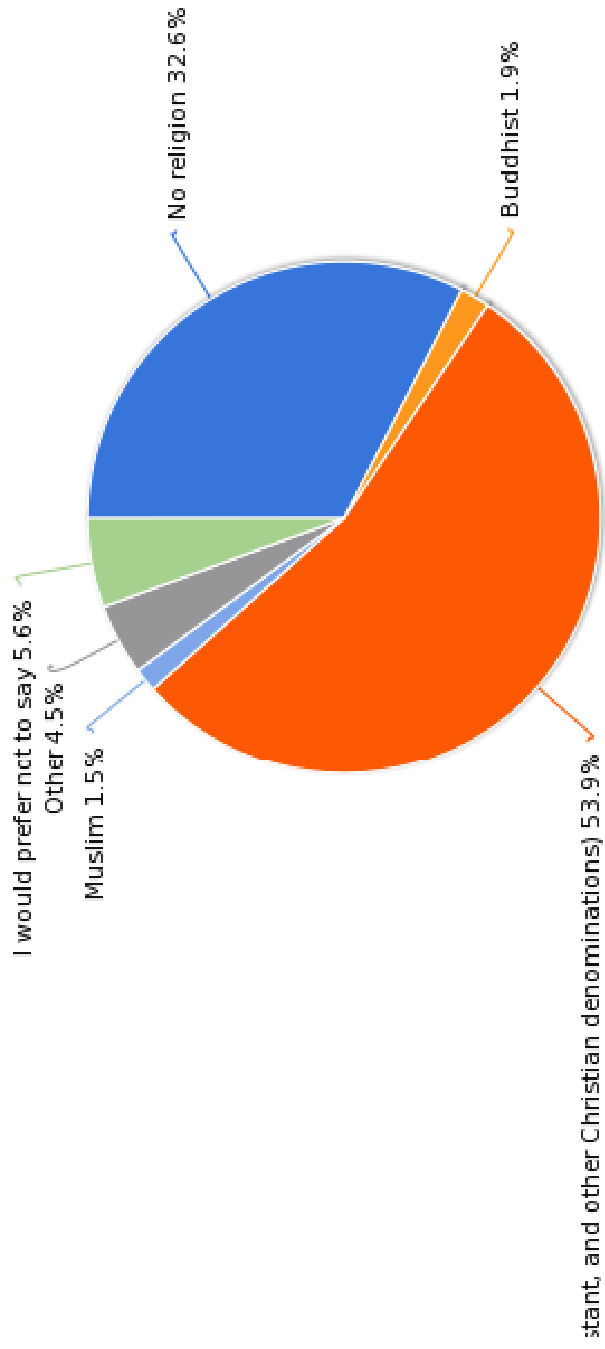
Statistics	
Total Responses	9

Which of the following best describes how you think of yourself?



Value	Count	Percent
Heterosexual / straight	195	74.1%
Gay / Lesbian	20	7.6%
Bisexual	4	1.5%
Other	2	0.8%
I would prefer not to say	42	16.0%
Statistics		
Total Responses		263

Which, if any, of the following best describes your religion?



Value	Count	Percent
No religion	87	32.6%
Buddhist	5	1.9%
Christian (incl. C of E, Catholic, Protestant, and other Christian denominations)	144	53.9%
Hindu	0	0.0%
Jewish	0	0.0%
Muslim	4	1.5%
Pagan	0	0.0%
Sikh	0	0.0%
Other	12	4.5%
I would prefer not to say	15	5.6%
Statistics		
Total Responses	267	

<p>Please describe the problems (around a lack of support) that you are experiencing. Please provide as much or as little detail as you feel comfortable with.</p>	<p>Please describe why it was difficult for you to get a timely appointment with a GP.</p>
	<p>I work full time and it is difficult to take time off work at short notice, also times with female GPs are limited</p>
	<p>You have to ring up very early in the morning to get an appointment that day and it is difficult to get an appointment in a couple of days. It is easier to pop by to the surgery as it is difficult to get through on the phone when you need to ring.</p>
	<p>Could not book an appointment ahead of time. Only has one late evening opening hours.</p>
	<p>its either call and book weeks in advance, or get 'emergency' appointment on the day. You have to call at dead on 8am. This is impossible for me as I have three children and a school run. always 2 weeks wait</p>
<p>I have no final diagnosis so I don't qualify for any support.</p>	<p>The main doctor has left the practice and it is a mess.</p>

<p>I am registered with Dr XXX in the Lister Centre in Peckham. I have high blood pressure so need to return for semi regular check ups. When I try and book an appointment for more than four weeks ahead I'm told they only take bookings for the next few weeks and to call back in a week. When I do all the appointments are filled so I'm told to call again in a week. I do and again there are no appointments. So the date by which I should return for a blood pressure check up passes. What's the point in registering with a doctor if you can't make an appointment? And when you do you never see the same doctor twice.</p>	<p>No appointments available in the next month, unless you call for an emergency one, plus they only take bookings for the next four rolling weeks</p>
<p>I failed an ATOS test as a physio assessed my Doctor-diagnosed mental health disorder. I am getting no money and now housing benefit is cut.</p>	<p>YOU HAVE TO KEEP RINGING BACK TO GET A SUITABLE APPOINTMENT DAY AND TIME.</p>
<p>Health travel costs - very hard to get Loss of Council Tax Benefit Waiting times for diagnostic test Time pressure on GP consultations Time pressure on nurse treatments</p>	<p>Two - three weeks for a named doctor</p>
<p>Lack of coherent communication between health services</p>	<p>The doctor who tends to my diabetes was not available for a month. Difficult for non-urgent appointments</p>
	<p>Poor reception service</p>

<p>I needed more practical and flexible help to cope with domestic and handyman issues, as I am not a council tenant. I am a disabled person fostering a vulnerable child without a family or social support network. The system had no appreciation of a whole-family approach in practice. I also required and was denied access to the specialised psychotherapeutic support which would have been of great value to me; and without recourse to appeal that clinical decision.</p>	<p>There is nearly always a significant wait to see a named GP at my surgery. This is normally many days, and sometimes, weeks.</p>
<p>They don't listen to me</p>	<p>I am too deaf to use the telephone so I have to visit the surgery to make an appointment and later go back for the appt itself</p>
<p>i have had 3 ECGs but the doctor said nothing is wrong with my heart. and also i suffer from incontinence and had reluctantly had urodynamic which ruined my bladder</p>	
<p>Diagnosed with depression. Have some good support from adviser but since that finished have made no progress.</p> <p>No support available for people with long term depression unless they are actively suicidal or drinking themselves to death</p>	<p>I recently made three attempts, by phone I was told to phone at 8am bookings were gone. I visited the next day at 8am they were booked up, I was peeved. The kind receptionist said 11am which was no good, still waiting to return.</p> <p>The earliest appointment was 14 days away.</p> <p>No appointments available unless you can call at the crack of dawn - impossible for working people who can't take time off without clearing it in advance</p>

	<p>I called on a Monday and couldn't get in until that Friday, by which time the main symptoms had started to subside</p>
<p>Inability to contact health professionals, passing of responsibility due to associated costs, dire lack of provision & knowledge among supposed professional. Having to revisit gp several times due to unwillingness to pay for appropriate treatment.</p>	<p>You have to wait at least three weeks for a routine appointment although you can be seen on the day for an emergency</p>
	<p>No availability</p>
<p>GP service is atrocious - Difficult to get appointments for myself or my children. I don't feel like I'm getting high quality service even when I do get through. This causes me either to ignore health issues or go private.</p>	<p>Generally it is difficult to get an appointment with a GP or Nurse in the next seven days from when you call, and often hard to get a time in the next fortnight.</p>
	<p>You have to call right at 8am - if you're lucky you'll get something that day. Making appointments for any date in the future is absolutely impossible.</p>

	<p>Appointments with your preferred GP have to be booked about 4 weeks in advance. Even if you call for an appointment without naming a GP the wait is about 1 to 2 weeks, by which time the need to see a GP will probably disappear. Emergency appointments are the only way to get seen quickly at this surgery. Also it takes about 99 hits on the redial button just to get through on the phone to make an appointment.</p>
	<p>Difficult to get an appointment with the same gp because you seem to have to always ring back as they release more appointments. This is despite then asking me to try to see the same person. It works for urgent problems but is not set up well for people like me with chronic health problems who would like to book well ahead for</p>
	<p>Appointment usually given the next week at an inappropriate time</p>
<p>My arthritis was getting more painful and the only solution was pain killers - research told me this was not true. By allowing my health to deteriorate I could no longer take part in exercise classes and physical activities, which then led to weight gain and low moods</p>	<p>There are never any appointments closer than two weeks</p>
	<p>You have to ring on the day for an appointment that day (otherwise a very long wait for a slot) but the phones were then very busy so it's not guaranteed you can get through.</p>
	<p>took away too long</p>

	<p>had to wait two weeks</p> <p>No appointments available for 3 to 4 days. Even during working hours I had to wait on cancellation and cross my fingers.</p>
<p>It is impossible to book an appointment at my GP surgery. They never answer the phone and when they do they do not have appointments available. Last October I had surgery and went to see a Doctor five days later. The receptionist were horrible and made me wait to see my GP for 4 hours. When I finally saw the Doctor he shouted at me like I was doing something wrong. At the moment I'm having problems with my hearing and my bladder but just thinking I have to go to the surgery makes me feel very</p>	<p>They ask patients to call at 8am to book an appointment but they never answer the phone. I got to the surgery at 8am and had only five people in front of me with many people arriving after me, and I mean many. Even so I was the last person to be seen by the doctor. This was 5 days after having hand surgery. Tried to speak to the Practice Manager but she just said she was sorry that was the way I felt....what can I say....</p> <p>Hard to get early morning appointment or very late afternoon/evening appointment so as to fit round work</p>
<p>I am looking after an 86 year old with health problems and now some mental issues. My wife also has problems and sadly my own health and mental state is getting worse</p>	<p>Getting an appointment that suited the time I could get there</p>
	<p>they were all booked up for the next week and often the doctor I want to see is so popular that you never see them</p> <p>Receptionists are perennially unhelpful. I've been told that "there are no appointments" at any point in the future. They seem to be deliberately difficult.</p> <p>the receptionist would only give an appointment 3 weeks later and refused to let me see a GP via the walk in</p> <p>The doctors' appointment book opens at 2 pm on a Friday for you to make an appointment if you know you're sick then, and the appointment goes really quickly if they answer the phone.</p>

<p>Services are focused either on medical problems solved with medical treatment or social care. I have a long standing mental health problem, but most services focus on when you are really ill and prioritize psychosis over everything. Everyone says go to the GP, but they are not set up to provide support, you get a 5 min slot, with a different GP each time, or have to wait 4 weeks to see the GP you know.</p>	<p>2-3 weeks wait for designated doctor</p>
<p>Am uncertain whether support I personally need for varied medical issues is able to be properly monitored, recorded and expedited. It seems that an overloaded NHS grappling with digitisation, frequent locum use and political imposition can cause difficulty in NHS smooth operation. I suffer from incontinence as well as palpitation</p>	<p>availability/length of wait</p>
<p>I am very dependent on informal care on a daily but cannot find a way to get back up for it when my carer is not available. Lack of helpful mental health crisis support from crht (though cmht have been good) Lack of crisis house provision Lack of support for physical health issues e.g. skin disease, healthy living Lack of practical support e.g. help with housework Impossibility of accessing talking therapy on nhs</p>	<p>I wanted to see the GP that knows me - and the wait was just short of 2 weeks. My friends have had the same problem - not necessarily seeing the same GP.</p>

<p>Impact on my various disabilities especially my mental health Most council staff are not disability aware in social model</p>	
	<p>Ring before 8am on the day Can always get the GP I would prefer to see</p>
	<p>They did not have someone who speak Spanish. They did not offer a language line. I have to wait until a friend came with me to make the appointment.</p>
<p>I am not able to speak English. A community worker is helping me fill out this form. I have to go to the doctor with my son, because I need him to translate. I don't want to talk about my health problems with my son, but I have no choice. When I speak to the doctor, he is always in a hurry, I only have time to explain a few symptoms. I don't like going to the doctor, the receptionist is rude because I don't speak English.</p>	
<p>Being passed from one department to another and from one member of staff to another. Council staff seem to focus more on gate keeping than on providing a service.</p>	

When my 2-year old son had the first asthma crisis I ran to the A&E. I wasn't registered at a GP because I don't speak English. I took him to the A&E and there they asked me a lot of questions and they tried to inform me about his health, but I couldn't understand anything. Eventually, I managed to register with a GP, the doctor gave my son some medicines, but after a while, he had another crisis. I took him to the A&E again, and they said that the medicine was bad for his condition. They gave me a different medicine and told me to go back to the GP. I did, the GP asked me Why I changed medicine and that I was the one hurting my son, that I had to start with the medicine he gave him again. I did, but with time my son had another crisis. This is horrible, I'm very worried about my son's health and there is nothing I can do, they don't have interpreting services and I can't speak English. There is no communication between the GP and the Hospital, I don't know what to do and this is causing me

Because I don't speak English, so I need to ask a friend to help me or go to the practice. The receptionists don't like speaking to someone who knows little English and they never offer interpreting service for the appointment

There are insufficient doctor appointments available as NHS England does not fund doctors to meet demand. Our practice already offers more appointments than NHS England contracts them to offer. The 'blame' lies with this Government.

	<p>Is impossible to get one appointment. Of You go early in the morning is a long queu , people waiting And no one get one. By telephone they never have daily appointments. The 1st appointment that I got I wait 2 week for that And just because is something urgent</p>
<p>I suffer from depression and my GP haven't done anything than said just relax and enjoy life</p>	
<p>poor support from our GP with our daughters illness meant her dropping an A level</p>	<p>No available times for appointment for two weeks. Because she works part-time - which is fine as she has a family, but makes it difficult to get an appointment. And I do not find the people on reception helpful, nor do they ever smile.</p>
	<p>no continuity of care</p>
<p>Felt that more/longer CBT sessions/more follow-up care would have been helpful, and possibility for other types of help. Counsellor said I would receive information about follow-up group sessions but I haven't.</p>	
<p>I am a type 1 diabetic but no one seems to understand the day to day problems of being 83 years of age and diabetic for 50 of those years, more day centres, clubs, coffee morning needed for the ever growing number of</p>	<p>Too many patients - not enough doctors for the numbers. Apparently you are usually offered one about a week later or a telephone call from doctor. Over 80's of age it is easier to ask for a</p>

Rang several days to get an appointment, none available. Then visited the surgery to make an appointment and was told no appointments available for the doctor I wanted to see for the next 2 weeks.

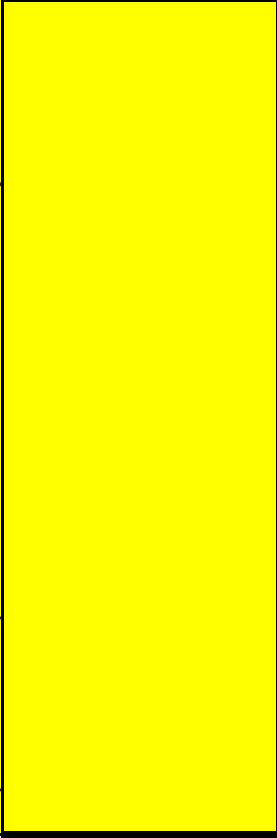
Had to wait two weeks and had been in car accident 15.09.2013 and needed help, got more help at Guys with Prof Rudd's team and miss Backs clinic waiting for results of MRI and knee replacement has been delayed. I am also having private physio every week by my insurance people booking it. I have been waiting for my doctor to get me into pain relief clinic, since before christmas she said she didn't send letter until January, this won't help when I have so much

If you need an on the day appointment you have to get to the surgery by 8 a.m. But have to have doctor you are given, you don't get a choice.

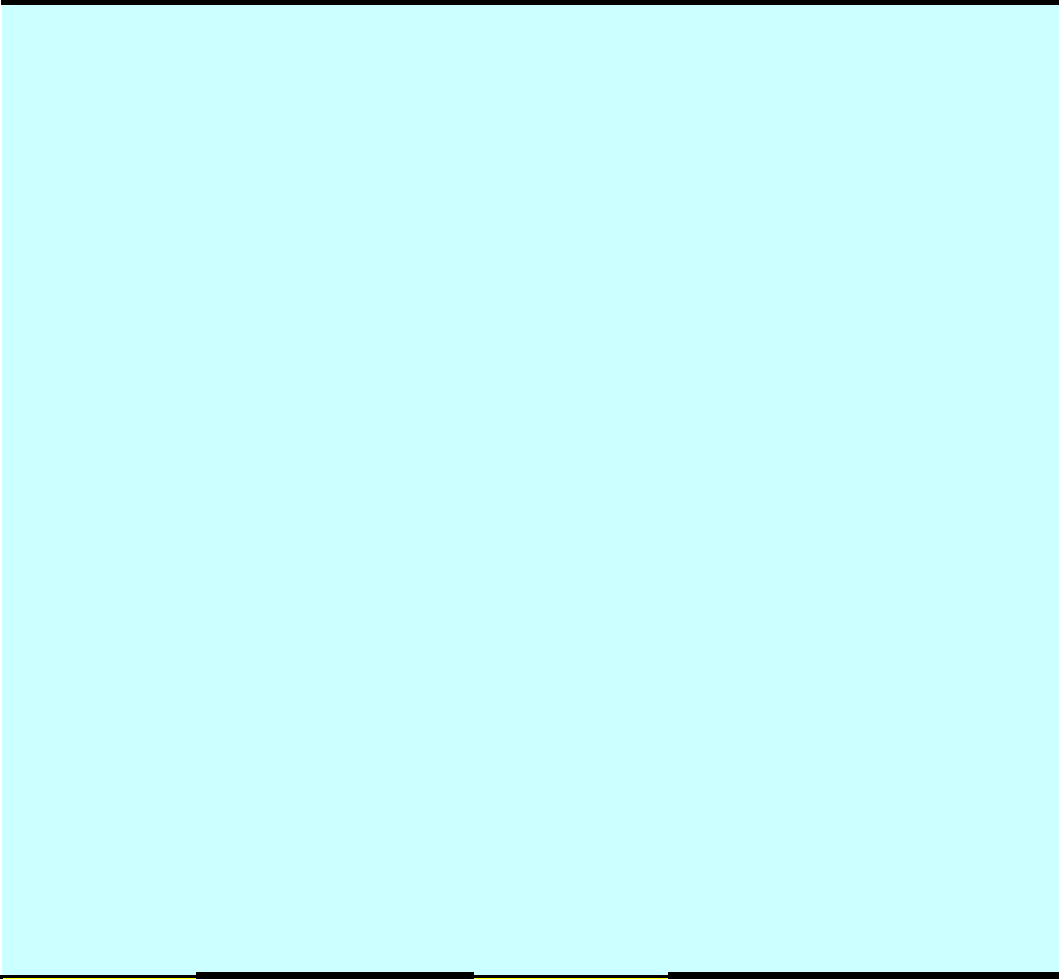
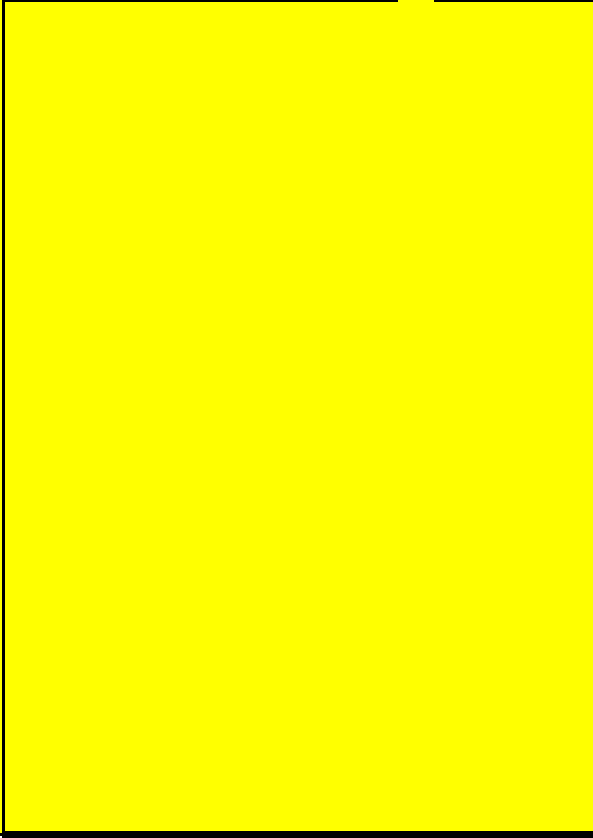
<p>When I need to see my usual GP for a new problem I have to book 2/3/4 weeks in advance. If urgent I have to go to open surgery on the day and wait for 2 to 3 hours. Because of the problems I have on occasions if i need to discuss ongoing problems I have been able to arrange a telephone consultation 2/3 days in davance.</p>	<p>Need to book 1/2 weeks in advance.</p>
	<p>Difficulty encountered if you request a named doctor (i.e list full for a week) otherwise you are going to see a locum (who does not know your medical history and you have to explain!</p>
	<p>Ther surgery seems unwilling to make non-urgent appointments, they ask me to telephone at 8.30 a.m. for morning appointments or 2 p.m. for afternoon appointments. At those times the line is always busy and by the time I get through the sessions is fully booked.</p>

	I am very weak because of diabetic, I cannot manage to do domestic work in the house.		Not authorised for pessimalization. No money help towards care. No direct payments.		I booked on-line - first appointment was 3 weeks.		I only ask for help when I need it, and at that time, it is not always available so some time it means it's going in different directions to get a result.	
							Because there was none within 12 days.	

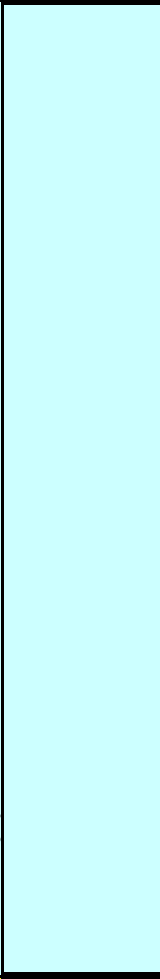
As a biopsy was not taken before my hysterectomy, what was presumed to be a fibroid but which was an invasive tumour had already spread to my lungs, blood and lymph nodes before any health professional had taken any steps to prevent its spread. The disease is now totally incurable.



I am in need of physiotherapy because of a current very painful bad condition. Because of cuts not available (or not for weeks)! Also have could really do with help from social services because of back condition/ not possible due to cuts.



Too many patients



	Appointment 2 weeks away, also 1 hour wait in surgery for a flu jab.
Not getting a doctors appointment within 10 days - 2 weeks. Practice nurse (in my opinion) not sufficiently qualified to deal with r	
Don't know how to get some help.	

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**HEALTH, ADULT SOCIAL CARE, COMMUNITIES & CITIZENSHIP
SCRUTINY SUB-COMMITTEE**

MUNICIPAL YEAR 2013-14

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