



East Durham Trust
Moving our community forward

Report on Consultation into 7 Day Access



Prepared by:

East Durham Trust, Community House, Yoden Road, Peterlee, County Durham, SR8 5DP
Tel: 0191 5693511 Email: info@eastdurhamtrust.org.uk www.eastdurhamtrust.org.uk

1. Background

On 7th November 2018 Durham Dales, Easington and Sedgefield Clinical Commissioning Group (CCG) formally began a consultation exercise on proposals to change arrangements around 7 day access to Primary Care.

The consultation followed a review of services provided since 2016 and in particular the levels of under-utilisation of certain centres on evenings and weekends.

In line with previous practice, the CCG approached East Durham Trust with a request to enhance and extend the consultation by hosting Focus Groups which would seek to ensure consultation with individuals who were traditionally regarded as 'hard to reach' and could be categorised as belonging to groups who had 'protected characteristics'.

After due negotiation it was agreed that East Durham Trust would host three targeted Focus Groups aimed at the following three groups with Protected Characteristics:

- Elderly
- Disabled
- Maternity

This report reflects the outcomes of the three focus groups.

(It should be noted that the Trust also utilised its extensive networks to stimulate individual consultation and the completion of surveys attached to the consultation document produced by the CCG).

In terms of content it should be noted that the Focus Groups and individual discussion focussed on the Easington position relating to 7 day access and the specific access to appointments at Seaham, Easington and Peterlee. No reference was made to the position at Durham Dales or Sedgefield.

2. Recruitment and Methodology

East Durham Trust is the flagship Voluntary and Community Sector organisation for the area formerly known as “Easington District” prior to Local Government Reorganisation in 2009. The organisation is constitutionally established to assist in Social and Economic Regeneration and operates through an established business model which includes links with local frontline groups and volunteers.

Naturally, Community Engagement is a key component of EDT’s practice and it therefore enjoys a positive working relationship with local groups.

The Trust has an established formal working relationship with the CCG reflected in the hosting arrangements in relation to the East Durham Health Network which brings together key Voluntary and Statutory organisations alongside local community representatives to consider health related issues across the district.

East Durham Trust staff considered the available options for engaging with the protected characteristics demographics and identified groups who could be utilised as a conduit to those targeted groups.

In the event groups were established and dates were identified that led to the following arrangements:

7th December – Roseby Road Community Centre – (Elderly)

11th December – Haswell Mencap – (Disabled)

14th December – Wingate Family Centre – (Maternity)

3. Format of the Sessions

The three sessions began with the facilitator explaining the content of the ‘Improving 7-Day Access’ document produced by Durham Dales, Easington and Sedgefield Clinical Commissioning Group. Naturally particular focus was given to the current and proposed position in Easington, (with little mention being made of the Dales and Sedgefield scenarios), and the intention of this opening section was to get groups to a point where they could collectively and individually state that they understood what was being proposed. This section also included reference to under-utilisation within current arrangements in order that the groups understood the rationale behind the proposed changes.

The sessions were then opened out to individuals who wished to share experiences of appointments outside of traditional 9:00 – 5:00 appointment times.

The next section covered the specifics in relation to the proposed changes for the Easington area and the implications to individuals of the reduction in potential sites of same day appointments.

Finally the group were specifically asked to decide which of the two proposed choices of opening times were most preferable for the weekend appointments.

Registers, collating demographic data around postcodes and protected characteristics were utilised and copies are included as appendices to this report.

4. Outcomes

The outcomes of the consultation are presented in four sections; those directly related to each of the three groups followed by a general summary of responses which could be attributed to all respondents as a whole.

4.1 Roseby Road Community Centre

Roseby Road is a local community centre based in Horden Colliery and provide a range of services under the banner of the Joseph Chandy Charitable Trust. Many of those services tackle social isolation within the elderly local community and for purposes of the consultation exercise the staff and volunteers selected a specific timeslot when elderly people would be willing and able to take part.

The centre is equidistant from Peterlee Health Centre and Healthworks in Easington, both centres currently contributing to 7 day access provision.

Key findings included:

- At least half of the group had required **appointments for Primary Care services** in the previous month.
- All but one had required a **Primary Care service** in the previous three months.
- There was consensus that **change was necessary.**
- One person had **utilised weekend services** at Easington and spoke very positively about their experience.
- The majority of the group were **unaware** of the details around current 7 Day Access.

- Significantly the group, felt that their own surgeries did not 'offer' the evening and weekend appointments elsewhere or **bring it to their attention**. Had they done so they may have taken such an offer up.
- In the wider context the group voiced **dissatisfaction about the surgery appointment systems**, in particular, issues such as being kept on hold (quote "you are made to feel that you are not important").

In relation to the new proposals the group felt that they were perfectly acceptable with two caveats:

1. That the CCG consider supporting **transport arrangements**.
2. That surgery reception staff **offer these appointments** during general requests for appointment.

4.2 Haswell Mencap

In order to address the barriers often associated with those who are disabled East Durham Trust utilised existing links with an organisation who had regular contact with clients who were registered as disabled. Haswell Mencap are a registered Charity providing day care services to a client group from across East Durham. On the occasion of the Focus Group the allotted time was chosen as the group had visited the centre for the Annual Christmas festivities, essentially the session was chosen and designated one and a half hours prior to the pre-arranged event.

Given the client group, carers and support staff were present to support respondents and augment the discussion.

Key findings included:

- The majority of the respondents had used their **GP surgery in the previous month**.
- All had accessed **Primary Care services in the previous three months**.
- All respondents required an **Annual Health Review**.
- The majority of respondents were **unaware** that appointments could be made at alternative venues on evening and weekends.
- One respondent had used weekend services but felt that they had been **"rushed through"** and not given a thorough examination.
- A number of carers complained that certain **surgery staff made unrealistic demands** in asking the patient to be involved in telephone conversations when they were essentially 'non-verbal'. (Although this issue was not confined to the issue of 7 Day Access).

In relation to the new proposals this group were in general agreement but stated that:

1. A disabled group is statistically less likely to have access to **transport** so support should be provided.
2. A disabled patient is likely to require a **longer timeslot for consultation.**

4.3 Wingate Family Centre

Wingate Family Centre is a registered Charity providing nursery, childcare and parental support services in a community situated to the southern areas of Easington District. The 'Mother and Toddler' clientele presented an ideal opportunity for a group consultation with a 'Messy Play' session.

Key findings included:

- Of the three groups consulted this group had the **greater awareness** of current provision on evenings and weekends.
- There was a general consensus that **priority was always given when children** were involved and that Wingate practices, (Caradoc and Wingate) were proactive in providing same day appointments.
- One parent had experience of accessing weekend appointments in two separate centre's on two different occasions and had received **contrasting services** – having to "wait for ages" in Peterlee and being seen at the precise designated appointment time in Easington.

This group accepted the need for change and felt that the consultation process in itself had an **awareness** raising element to it that was welcomed.

4.4 Collective Consensus

In all three groups:

- There was **confusion around Urgent Care and Primary Care**, exacerbated by confusion about the purpose of the Easington, Peterlee and Seaham Centre's.
- The majority of respondents in all three groups were **not comfortable with the NHS 111 Service** as a means of securing appointments after 5:00pm and at weekends, although accepted that this was the only way if the call was made in the 'out of normal surgery hours' time slot. Essentially they would welcome a system where the surgery staff, when faced with having limited scope to provide a relatively immediate

appointment, would be able to offer and book a weekend or evening appointment elsewhere.

- Registers for the three Focus Groups are provided as Appendices.
- Completed response forms have been completed and form the basis of Summary Information (see 5 below).

5. Summary Information

- A total of 28 people attended the three organised Focus Groups.
- A total of 61 Questionnaire were completed (the additional questionnaires were a result of engagement with individuals accessing East Durham Trust services) and forwarded to the Freepost address
- The age profile of the Focus Groups attendees was:

08-16	0%
16-25	18%
25-35	25%
35-55	14%
55+	43%

Appendix 1
Attendance Sheet for Consultations



NHS
Durham Dales, Easington and Sedgfield
Clinical Commissioning Group

IMPROVING 7 DAY ACCESS

Name	Postcode	DATE AND TIME:		VENUE:						
		9-10 am	7 th December	Roseby Road, Horden						
		Disabled	Maternity*	Faith Group**	8 to 16	16 to 25	25 to 35	35 to 55	55+	Homeless
CHRIS HORDEN	SR8 4TA							✓		
ELIZABETH WOOD	SR8 4RJ	✓						✓		
CLAIRE WILSON	SR8 4AD	✓						✓		
GENEVE MASON	SR8 4RQ							✓		
NAVID MASON	SR8 4RQ	✓						✓		
EDITH BROWN	SR8 4JR							✓		
JOAN RITCHIE	SR8 4RJ							✓		
FLORENCE WILLIAMS	TS27 4ER	✓						✓		
SHIRLEY APPELBY	SR8 4RG	✓						✓		

*Maternity = Had a baby in last two years or pregnant
 ** Faith Group = Practicing a particular faith or religion



NHS
Durham Dales, Easington and Sedgfield
Clinical Commissioning Group

IMPROVING 7 DAY ACCESS

Name	Postcode	DATE AND TIME:		VENUE:						
		11-00am	11/12/18	HASWELL MENCAP						
		Disabled	Maternity*	Faith Group**	8 to 16	16 to 25	25 to 35	35 to 55	55+	Homeless
David Betty	SR7 8EU	✓					✓			
Hailey Lamb	SR7 0DG	✓		✓						
JADE LAMB	SR7 0DG		✓			✓				
James Hindhaugh	TS27 4EZ	✓					✓			
Rachel Harper	DH6 2DS	✓				✓				
John Steer	SR7 7UJ	✓						✓		
Alison Hood	DH6 3DU	✓						✓		
Margaret Hood	DH6 3DU								✓	

*Maternity = Had a baby in last two years or pregnant
 ** Faith Group = Practicing a particular faith or religion



**Durham Dales, Easington and Sedgfield
Clinical Commissioning Group**

IMPROVING 7 DAY ACCESS

DATE AND TIME: 14.12.18
10.00 AM

VENUE: WINGATE STATION
TOWN FAMILY CENTRE

Name	Postcode	Disabled	Maternity*	Faith Group**	8 to 16	16 to 25	25 to 35	35 to 55	55+	Homeless
Sandra Marley	TS28 5BD								✓	
Kayleigh Carter	TS27 4QZ	✓		✓						
Shanen Young	SR8 2EF			✓						
JACKIE O'DONNELL	TS28 5AA	✓			✓					
Elaine Chumside	TS28 5BB							✓		
Georgia Scholes	DH6 2HH	✓			✓					
Dominica Thompson	TS28 TS29 6DR	✓			✓					
Demi Young	SR8 2HS	✓			✓					
Sara Wilson	TS28 5DG	✓		✓						
Amy Pritchard	TS28 5DG	✓			✓					
Kate Bennett	TS28 5	✓		✓						

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