

EXTERNAL SERVICES SCRUTINY COMMITTEE - HEATHROW VILLAGES GP SERVICE PROVISION

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Appendix A: Map of GP Practices in Hillingdon (2018)
Appendix B: Background and Challenges

REASON FOR ITEM

To enable the Committee to receive information on the provision of GP services in the Heathrow Villages area of the Borough.

OPTIONS AVAILABLE TO THE COMMITTEE

Members are able to question the witnesses and make recommendations to address issues arising from discussions at the meeting. Members may also request further information from witnesses.

INFORMATION

In addition to GP practices, primary care covers dental practices, community pharmacies and high street optometrists. For the purposes of this meeting, the Committee will be looking solely at the provision of GP practices in the Heathrow Villages area of the London Borough of Hillingdon. A map of the GP practices in Hillingdon in 2018 has been included at Appendix A.

For a number of years, access to primary care has been a source of frustration for residents in Heathrow Villages. Currently there is no GP (or pharmacy) provision in the area. Further information on the background to the current situation and the challenges now faced by residents can be found in Appendix B.

Members of the Committee are asked to review the current situation and question witnesses to establish what action is being taken to ensure that adequate primary care access is provided to residents in Heathrow Villages. To assist, background information has been provided below regarding the Heathrow Villages composition and the role of Hillingdon Clinical Commissioning Group (HCCG). Information has also been provided below which sets out the principles and values on which the NHS is based.

Heathrow Villages

Heathrow Villages lies in the South of Hillingdon and is bordered by West Drayton and Pinkwell as well as the London Borough of Hounslow and Surrey. The 2011 Census shows Heathrow Villages population as 12,199 residents, an increase of 19.40% since 2001 (10,217). Heathrow Villages ward is one of the least densely populated wards of the Borough with 5.2 people living per hectare which is well below the Borough average of 23.7 people living per hectare. The average number of people per household is 2.7. The proportion of men to women in the ward shows that there is a higher percentage of men to women, 52.5% to 47.5%. This is a change from 2001 when there was a 49.5% to 50.5% male to female ratio.

PART I – MEMBERS, PUBLIC AND PRESS

Primary Care Commissioning

From 1 April 2017, NWL CCGs took on delegated Primary Care Commissioning from NHS England. It is anticipated that there will be a direct positive impact on patient services with benefits that include:

- a greater autonomy from NHS England with a much clearer remit and mandate to support and develop primary care that CCGs did not previously have;
- CCGs being able to invest in primary care through formal mechanisms that are available through fully delegated co-commissioning;
- a team that knows the local practices and issues, and can provide support with local sensitivity; and
- a local team that supports practices, is responsive to needs and has local knowledge, resourced to provide help and advice to practices, to be available for crisis support and day-to-day assistance.

NHS Principles and Values

Principles

The NHS was created out of the ideal that good healthcare should be available to all, regardless of wealth. When it was launched by the then minister of health, Aneurin Bevan, on 5 July 1948, it was based on three core principles:

- that it met the needs of everyone
- that it be free at the point of delivery
- that it be based on clinical need, not ability to pay

These three principles have guided the development of the NHS over more than 60 years and remain at its core. In March 2011, the Department of Health published the NHS Constitution which sets out the guiding principles of the NHS and individuals' rights as an NHS patient.

There are now seven key principles which guide the NHS in all it does and which are underpinned by core NHS values that have been derived from extensive discussions with staff, patients and the public. The NHS principles are:

Principle 1: The NHS provides a comprehensive service available to all

This principle applies irrespective of gender, race, disability, age, sexual orientation, religion, belief, gender reassignment, pregnancy and maternity or marital or civil partnership status. The service is designed to diagnose, treat and improve both physical and mental health.

Principle 2: Access to NHS services is based on clinical need, not an individual's ability to pay

NHS services are free of charge, except in limited circumstances sanctioned by Parliament.

Principle 3: The NHS aspires to the highest standards of excellence and professionalism

In relation to:

- the provision of high-quality care that is safe, effective and focused on patient experience
- the people it employs and in the support, education, training and development

- they receive
- the leadership and management of its organisations
- its commitment to innovation and to the promotion, conduct and use of research to improve the current and future health and care of the population

Respect, dignity, compassion and care should be at the core of how patients and staff are treated - not only because that is the right thing to do, but because patient safety, experience and outcomes are all improved when staff are valued, empowered and supported.

Principle 4: The NHS aspires to put patients at the heart of everything it does

It should support individuals to promote and manage their own health. NHS services must reflect, and should be coordinated around and tailored to, the needs and preferences of patients, their families and their carers.

Principle 5: The NHS works across organisational boundaries and in partnership with other organisations in the interest of patients, local communities and the wider population

The NHS is an integrated system of organisations and services bound together by the principles and values reflected in the NHS Constitution. The NHS is committed to working jointly with other local authority services, other public sector organisations and a wide range of private and voluntary sector organisations to provide and deliver improvements in health and wellbeing.

Principle 6: The NHS is committed to providing best value for taxpayers' money and the most effective, fair and sustainable use of finite resources.

Public funds for healthcare will be devoted solely to the benefit of the people that the NHS serves.

Principle 7: The NHS is accountable to the public, communities and patients that it serves

The NHS is a national service funded through national taxation. The Government sets the framework for the NHS, and it is accountable to Parliament for its operation. However, most decisions in the NHS, especially those about the treatment of individuals and the detailed organisation of services, are rightly taken by the local NHS and by patients with their clinicians. The system of responsibility and accountability for taking decisions in the NHS should be transparent and clear to the public, patients and staff. The Government will ensure that there is always a clear and up-to-date statement of NHS accountability for this purpose.

NHS Values

Patients, public and staff have helped develop this expression of values that inspire passion in the NHS, and that should underpin everything it does. Individual organisations will develop and build upon these values, tailoring them to their local needs. The NHS values provide common ground for cooperation to achieve shared aspirations, at all levels of the NHS.

- Working together for patients - The value of "working together for patients" is a central tenet guiding service provision in the NHS and other organisations providing health services. Patients must come first in everything the NHS does. All parts of the NHS system should act and collaborate in the interests of patients, always putting patient interest before institutional interest, even when that involves admitting mistakes. As well as working with each other,

health service organisations and providers should also involve staff, patients, carers and local communities to ensure they are providing services tailored to local needs.

- Respect and dignity - Every individual who comes into contact with the NHS and organisations providing health services should always be treated with respect and dignity, regardless of whether they are a patient, carer or member of staff. This value seeks to ensure that organisations value and respect different needs, aspirations and priorities, and take them into account when designing and delivering services. The NHS aims to foster a spirit of candour and a culture of humility, openness and honesty, where staff communicate clearly and openly with patients, relatives and carers.
- Commitment to quality of care - The NHS aspires to the highest standards of excellence and professionalism in the provision of high-quality care that is safe, effective and focused on patient experience. Quality should not be compromised – the relentless pursuit of safe, compassionate care for every person who uses and relies on services is a collective endeavour, requiring collective effort and collaboration at every level of the system. The delivery of high-quality care is dependent on feedback: organisations that welcome feedback from patients and staff are able to identify and drive areas for improvement.
- Compassion - Compassionate care ties closely with respect and dignity in that individual patients, carers and relatives must be treated with sensitivity and kindness. The business of the NHS extends beyond providing clinical care and includes alleviating pain, distress, and making people feel valued and that their concerns are important.
- Improving lives - The core function of the NHS is emphasised in this value – the NHS seeks to improve the health and wellbeing of patients, communities and its staff through professionalism, innovation and excellence in care. This value also recognises that, to really improve lives, the NHS needs to be helping people and their communities take responsibility for living healthier lives.
- Everyone counts - We have a responsibility to maximise the benefits we obtain from NHS resources, ensuring they are distributed fairly to those most in need. Nobody should be discriminated or disadvantaged, and everyone should be treated with equal respect and importance.

Witnesses

Representatives from the following organisations have been invited to attend the meeting:

- Hillingdon Clinical Commissioning Group (HCCG)
- Hillingdon Clinical Commissioning Group (HCCG) Primary Care Board
- Healthwatch Hillingdon
- Heathrow Villages resident representative
- Hillingdon Local Medical Committee (LMC)