

10th May 2008

Ann Radmore, Chief Executive
Wandsworth NHS Teaching Primary Care Trust
c/o Communications Team
Freepost NAT7848
2nd Floor Teak Tower, Springfield Hospital
London SW17 7BR

Dear Ms Radmore

Improving Health Services in Battersea and North Wandsworth

“Over the next five to ten years we want to reshape NHS services to help address the needs of the diverse population that live in Battersea and north Wandsworth.”

In response to the consultation document I want to address two key questions. Firstly, the location of primary care facilities and secondly, the wider challenge of addressing the primary care needs of the people of the Battersea and North Wandsworth area, across all demographic groups.

PCT officials have as their key objective that of addressing health inequalities in deprived and vulnerable communities which I understand. However, as I have said on a number of occasions and wrote in my 4th November submission to you (as part of the pre-consultation) “it should be acknowledged that people’s shortage of time is as much of a barrier to participation as problems with language or literacy”. Too little attention has been given in this process to understanding the needs of working people, young professionals and young families. The nature of this public consultation inevitably made it hard to get large samples of opinion from such groups – documents left in doctors’ surgeries only work if you are registered with a doctor, for example, and many professionals or those with young children cannot easily attend early evening meetings. However, it is vital that their needs and problems are considered.

To that end and in order to make a constructive and substantial contribution to this process of shaping NHS services for the next decade I undertook a direct mail **Health Survey** to a cross-section of 5596 women on the electoral role in Battersea in March 2008. An example of the survey is in **Appendix A**.

You will see it is written in a straightforward and non-party political way because I wanted it to be part of this submission to Wandsworth PCT. With 1186 individual responses, a response rate of 21.2%, and an evident political balance I believe that the survey’s top-level findings are statistically significant by any measure and the data can be broken down by age band and by ward.

These top-line findings of the **Health Survey** are summarised in **Appendix B** and I make some general points based on the data later in this submission. I would however very much like to come and present the more detailed findings to you and other members of the PCT in the next few weeks. I will also be circulating the survey’s findings to respondents and the local press.

Jane Ellison, 1 & 3 Summerstown, London, SW17 0BQ
020 8944 0378

Printed and [romoted by Robert Morrirt on behalf of Battersea Conservatives and Jane Ellison both of 1 & 3 Summerstown, SW17 0BQ.

I sent this survey to women as it made it easier to frame some questions, for example, about contraception services. However, in my role as Conservative Parliamentary Spokesman I plan to roll-out the survey in the coming months.

Where do you think the local NHS should develop a new primary care centre and why?

I have attended a number of meetings over the last year and read all the consultation documents. However, I still cannot understand how the PCT can be so sure it can only afford to develop one primary care centre for the large area covered by the consultation (even larger if all the affected wards were included). There are so many unknowns and variables in the financial model it seems to me that, before detailed feasibility studies have been done, this cannot be certain.

If we are looking to the next ten years then the expanding population of this area, its geography and communication links cry out for two primary care centres, although not necessarily the same size or offering identical services.

Both the Bolingbroke hospital site and the Grant Road site should be developed – the latter to serve, in particular, the population of Latchmere, Queenstown and St Mary's Park wards. The numbers of people in these wards alone would take a single Primary Care centre to near capacity, based on the figures in the consultation document and given by Ms Palmer during her presentations. Your document states your expectation that population of the six wards in the official area is expected to grow "to around 92,000 by 2016". Adding in those residents of Wandsworth Common, Balham and Nightingale wards who are, by any reasonable measure, closer to Battersea than Tooting takes this well over 120k. I remain of the view that the catchment area for the PCT's consultation is wrong.

In addition, as I have argued in the past, some sort of flexible health facility as part of the redeveloped Clapham Junction station makes great sense, especially if its location and opening hours reflect the needs of the area's working people

If the PCT persists in the view that only one Primary Care Centre can be developed then, along with the Friends of the Bolingbroke and other local campaigners, I would argue that the Bolingbroke should be the **number one** site for the new Primary Care Centre. The PCT have said that there will be new investment at all the sites and I am pleased to hear that. However the case for the new Primary Care Centre being at the Bolingbroke is strong:

- The Bolingbroke is the only major site being considered that is wholly owned by the NHS and on which work could start immediately after the consultation. A commitment to its re development represents the most responsible stewardship of existing NHS resources.

As well as those parts of the site that would be redeveloped for Primary Care I am impressed by the imaginative plans put forward by the Friends of the Bolingbroke. These involve developing a 'Bolingbroke Care Community' using the upper floors of the Bolingbroke.

- The site has been in local healthcare use for over 100 years and is popular and demonstrably easy to get to, positioned as it is in a location that people feel confident about visiting. It is well served by the rail stations of Clapham Junction and Wandsworth Common and several bus routes, including the G1, 319, 77 and 219.
- The PCT is projecting population growth in Battersea and only the Bolingbroke site is large enough to meet the area's expanding health needs. I have referred to your own population projections above.
- A catchment area of 80,000 local people is served by the Bolingbroke hospital, including people from Balham, Nightingale and Wandsworth Common wards and, as usage over recent years shows, a large number of the 40,000 people in north Battersea wards also access it.

**Where should the Bolingbroke Hospital services go in the long term?
 What do you think of our proposals for the long term future of the Bolingbroke Hospital services? Do you have any other suggestions?**

A key strength for the future of healthcare in our area is that the NHS already owns this substantial site – the Bolingbroke – which can be used to provide for future health needs in a range of different and imaginative ways. Given land values in this area this particular ‘bird in the hand’ is worth a great deal more than the two in the bush – or in this case sites the NHS doesn’t own and may take years and many millions of pounds to acquire and then build on.

In the long-term the Bolingbroke is the best choice for a new Primary Care Centre and, as such, should house a majority of both current and former services such as x-rays, scans, blood testing, outpatients, out of hours GP services, paediatric as well as pre/ante natal services and a minor injuries unit.

The development of pre/ante natal services at the Bolingbroke, including, potentially, a midwife-led birth centre would be an excellent practical response to one of the obvious needs of the local population as shown by the high birth rate.

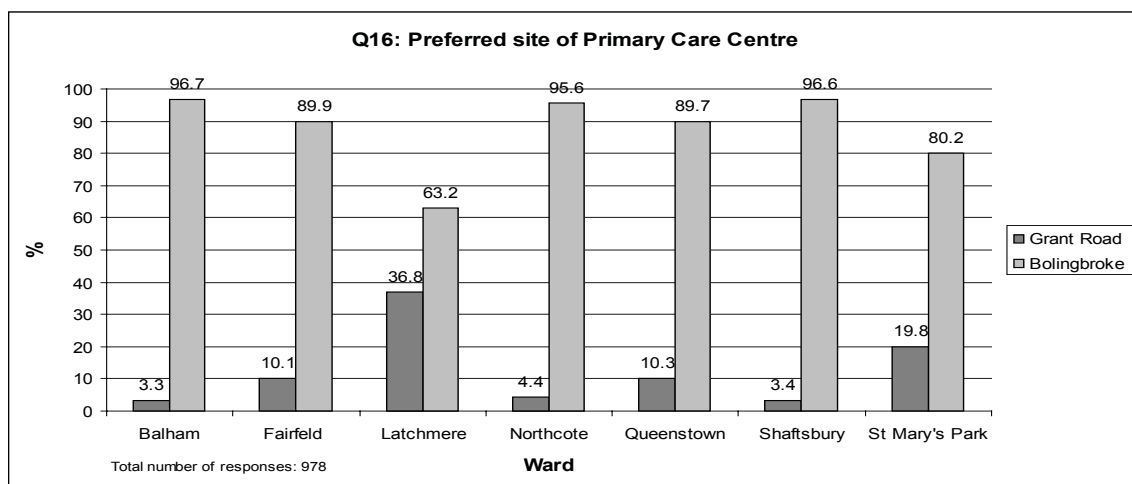
What do you think of our preferred option and how could we improve it?

There is insufficient detail in the consultation document with regard to capacity at the Grant Road site given the planned transfer of patients from secondary to primary care. I believe more detailed feasibility studies are needed before the claims made for this site can be made with confidence.

As noted above, the preferred option should be the Bolingbroke but I believe that two Primary Care Centres are clearly the desirable outcome.

The Grant Road site is not available immediately as it is not currently owned by the NHS and, contrary to the claims made for it in the consultation document, is not that easy to access. It is located half-way along Grant Road on the Winstanley estate and relatively few buses terminating or starting from Clapham Junction continue on along Grant Road and you need a ticket or Oyster card to cut through the station. If there is to be a 24 hour facility of any kind it should be noted that the option to cut through the station is not available after around 11pm. This may change in the new development but for the foreseeable future anyone without a ticket or with an Oyster card will have to pay to cut through as most buses drop passengers on Lavender Hill, St John’s Hill or Falcon Rd.

Q16 of the health survey asked respondents for their preference between Grant Road and the Bolingbroke and the answers show a **very** pronounced preference for the latter site. I think the PCT should consider this user feedback carefully.



The physical site area suggested at Grant Road is relatively small and cannot serve a catchment area this large and still leave some room for expansion as local populations grow. Does it really have the capacity to be a single centre?

The station itself is easier for many people to access and I urge the PCT to work with the developers to ensure that some sort of flexible health facility is built into their plans for Clapham Junction. It should reflect, in particular, the needs of the local working population and should be easy to access for all.

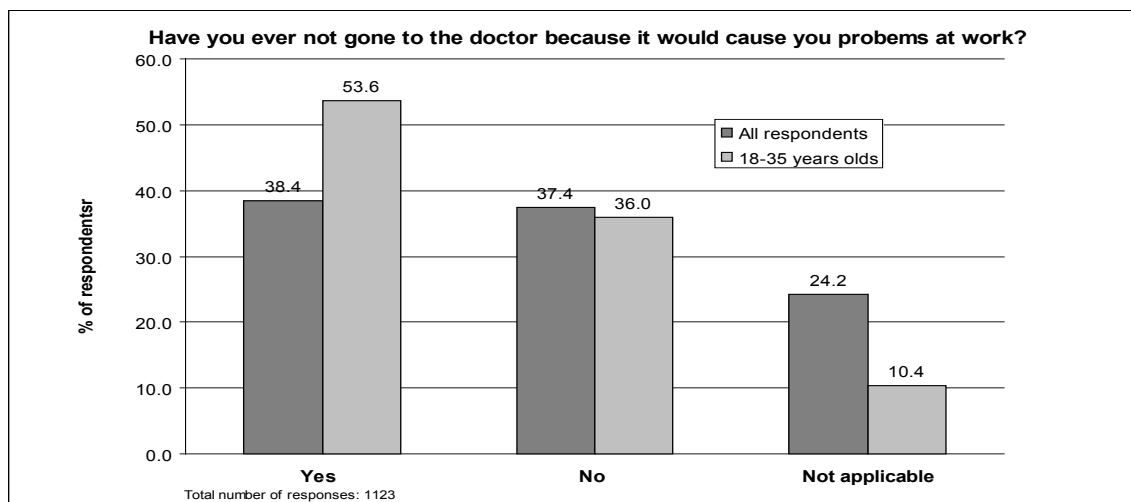
I believe the PCT should also be putting forward firm proposals to create a 'health zone' as part of any redeveloped station and leisure/shopping area.

This might be designed as a flexible space for a range of targeted health advisory services, perhaps on rotation, but the key is that they should be where young professionals are and available to them as they go to work and as they come home from it. I believe the developers will be open to such approaches.

What do you think of moving the GP practices we suggest to newly developed premises over the next five years?

My principle concern with regard to GP services is not so much the physical location of the surgeries, though undoubtedly modernised premises would benefit a number in our area, but rather the flexibility and service they offer. I strongly support the observation of the Wandsworth Council Health Committee that this service ethos and flexibility should be at least as important criteria in deciding to relocate GPs as physical degradation of premises. As the answers to a number of questions in my survey show, working people in Battersea need flexible access to their GP and to be able to book appointments 24 hrs ahead.

The answers to Q11 are quite shocking – more than half the 18-35 year olds surveyed have NOT gone to the doctor because it would cause them problems at work. How many illnesses have gone undiagnosed and untreated as a result?



Q18 also raises similar issues – if getting contraception involves time off work and this is problematic for some women, there are worrying implications.

With regard to registering with a GP, another survey I undertook (in 2007) got over 2500 responses, so again is statistically significant, and found that on average 26.8% of respondents has recently found it Difficult or Impossible to register with a GP. I supplied the figures to you, broken down by ward, last year.

I hope this submission and the new data in the Health Survey is helpful.

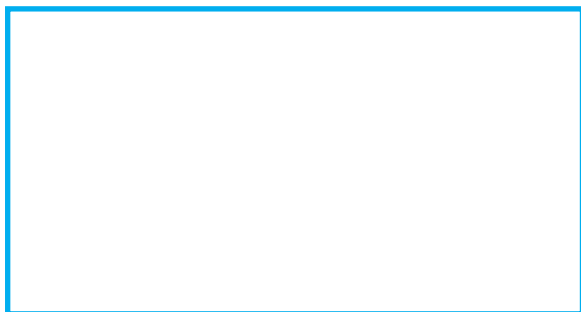
Yours sincerely

A handwritten signature in black ink that reads "Jane Ellison". The signature is written in a cursive style with a horizontal line underlining the name.

Jane Ellison
Parliamentary Spokesman
Battersea, Balham and Wandsworth Conservatives

Copies: Ian Reynolds, Cllr Lister, Cllr Hart, Friends of the Bolingbroke.

Jane Ellison Health Survey



Please reply by April 30th

After reading the enclosed letter, please complete this survey and return it in the FREEPOST envelope provided.

The replies to this survey will be summarised and submitted to the Wandsworth PCT Battersea health consultation. No individual responses will be passed on.

Please check your details above and correct any mistakes before returning the completed survey.

1. From your experiences, how do you rate local healthcare services overall?
 Good Average Poor
2. Are you and every member of your household registered with a local GP?
 Yes No
3. Have you experienced any difficulty in registering with a local GP?
 Yes No
4. Are you and every member of your household registered with a NHS Dentist?
 Yes No
5. Have you experienced any difficulty in registering with a NHS Dentist?
 Yes No
6. Thinking about your local GP which of the following statements apply?
 I always get an appointment when I want one.
 I always get to see the same GP.
 Yes, sometimes I get an appointment when I want one.
 I never get an appointment when I want one.
 Appointments always seem rushed.
 My GP takes their time to listen to my concerns/ailments.
7. It is most convenient for me to see a GP...
 Weekday daytime Weekdays before work
 Weekday evenings Weekends
8. How important is it to you to be able to book an appointment longer than 24 hours in advance?
 Very important Quite important Not important
9. Do you support the calls for all GP surgeries to offer an out-of-hours service?
 Yes No Don't know
10. How important is it to you to see the same GP each time you go to the surgery?
 Very important Quite important Not important



11. Have you ever decided not to go to the doctor because it would cause you problems at work?
 Yes No Not applicable
12. Have you, or any member of your family needed any in-patient or out-patient hospital treatment at one of our local hospitals over the past few years?
 Yes - in-patient Yes - out-patient No
13. If you answered Yes to Q12, was the experience:
 Good Average Poor
14. If you have been to hospital in the last year, as a patient or visitor, how would you describe the standard of cleanliness?
 Good Average Poor
15. Did you know that the PCT and Government Ministers decided to close the Bolingbroke Hospital last year?
 Yes No
16. The PCT preference is to site a new Primary Care Centre next to the Winstanley estate on Grant Road but I am campaigning for it to be sited at a modernised Bolingbroke. Which would you prefer?
 Grant Road Bolingbroke
17. If you use family planning services do you find these easy to access?
 Yes No Don't use
18. If Yes to Q17, have you ever had to take time off work to attend a family planning clinic or obtain contraception from your GP?
 Yes No
19. We want to make sure we are working on behalf of everyone. So that I have a representative sample of replies, please could you indicate which of the following preferences best represent your views?
 Conservative Labour Lib Dem
 Possibly Conservative Possibly Labour Possibly Lib Dem
 Won't vote Unsure Other: _____
20. To help me summarise survey responses and understand differing priorities it would be helpful if you indicated your age band below?
 18-35 36-49 50-63 63+
- Do you have children under 10?
 Yes No
21. To help us keep in contact with you regarding local issues, please supply us with a telephone number and / or email address. We will not pass these onto any other organisations or third parties.
 Mob / Tel: _____
 Email: _____
22. Would you be interested in helping your local Conservatives by:
 Becoming a member Registering as a supporter Delivering a few leaflets locally

Thank you.

Please return the survey by April 30th 2008 in the Freepost envelope provided or send it to: Jane Ellison, Battersea Health Survey, Freepost LON17685, London SW17 0YZ

Appendix B Top line findings of Battersea NHS Health Survey March-April 2008

1. From your experiences, how do you rate local healthcare services overall?

53.2% Good 41.0% Average 5.8% Poor

2. Are you and every member of your household registered with a local GP?

92.0% Yes 8.0% No

3. Have you experienced any difficulty in registering with a local GP?

13.2% Yes 86.8% No

4. Are you and every member of your household registered with a NHS Dentist?

36.3% Yes 63.7% No

5. Have you experienced any difficulty in registering with a NHS Dentist?

44.0% Yes 56.0% No

6. Thinking about your local GP which of the following statements apply?
(NB multiple answers possible - % represents a proportion of all answers given)

17.8% I always get an appointment when I want one.
10.5% I always get to see the same GP.
30.2% Yes, sometimes I get an appointment when I want one.
5.0% I never get an appointment when I want one.
8.6% Appointments always seem rushed.
27.9% My GP takes their time to listen to my concerns/ailments.

7. It is most convenient for me to see a GP..

(NB multiple preferences expressed - % represents a proportion of all answers given)

28.4% Weekday daytime 21.2% Weekdays before work
31.3% Weekday evenings 19.1% Weekends

8. How important is it to you to be able to book an appointment longer than 24 hours in advance?

46.7% Very important 39.7% Quite important 13.6% Not important

9. Do you support the calls for all GP surgeries to offer an out-of-hours service?

80.2% Yes 8.5% No 11.3% Don't know

10. How important is it to you to see the same GP each time you go to the surgery?

39.9% Very important 44.0% Quite important 16.1% Not important

11. Have you ever decided not to go to the doctor because it would cause you problems at work?

37.9% Yes 38.4% No 23.7% Not applicable

12. Have you, or any member of your family needed any in-patient or out-patient hospital treatment at one of our local hospitals over the past few years?

29.2% Yes - in-patient 47.4% Yes - out-patient 23.4% No

13. If you answered Yes to Q12, was the experience:

49.1% Good 38.7% Average 12.2% Poor

14. If you have been to hospital in the last year, as a patient or visitor, how would you describe the standard of cleanliness?

26.2% Good 50.5% Average 23.3% Poor

15. Did you know that the PCT and Government Ministers decided to close the Bolingbroke Hospital last year?

64.4% Yes 35.6% No

16. The PCT preference is to site a new Primary Care Centre next to the Winstanley estate on Grant Road but I am campaigning for it to be sited at a modernised Bolingbroke. Which would you prefer?

10.2% Grant Road 89.8% Bolingbroke

17. If you use family planning services do you find these easy to access?

21.4% Yes 10.2% No 68.4% Don't use

18. If Yes to Q17, have you ever had to take time off work to attend a family planning clinic or obtain contraception from your GP?

45.3% Yes 54.7% No

19. We want to make sure we are working on behalf of everyone. So that I have a representative sample of replies, please could you indicate which of the following preferences best represent your views?

35.0% Conservative	9.0% Labour	2.3% Lib Dem
19.8% Possibly Conservative	6.5% Possibly Labour	4.0% Possibly Lib Dem
2.1% Won't vote	19.8% Unsure	1.7% Other

20. To help me summarise survey responses and understand differing priorities it would be helpful if you indicated your age band below?

35.4% 18-35 32.4% 36-49 17.7% 50-63 14.5% 63+

Do you have children under 10?

23.3% Yes 76.7% No