



# The Evergreen Walk-in Service - A Consultation Document October 2011

Have Your Say

# Consultation on the future of the Evergreen Walk-in Service

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All appendices can be found at [www.ncl.nhs.uk](http://www.ncl.nhs.uk)

## Consultation Distribution List

NHS Staff in Enfield

Clinical Directors and General Practitioners

Out of Hours Service

Pharmacists

Accident and emergency departments at Chase Farm Hospital and North Middlesex University Hospital

Local MPs and Councillors

Enfield Health and Wellbeing Scrutiny Panel

Enfield Local Involvement Network and other patient groups

Residents' associations

Voluntary sector and community organisations

Middlesex University

Libraries

The NHS North Central London (Enfield) Patient Reference Group

## Summary

NHS North Central London, on behalf of Enfield Primary Care Trust, has responsibility for commissioning primary care services for the residents of Enfield.

In April 2009, a contract was awarded for a GP-led Walk-in Service with core opening hours of 8am – 8pm, seven days a week, to be run from the Evergreen Centre. The Centre already housed five other GP practices. Subsequently in April 2011, the five practices merged into one, with the existing GP practice running the Walk-in Service continuing to do so. The merged group is called Evergreen Surgery and provides GP services for more than 15,000 patients.

Evergreen Surgery is under contract to provide care for all non-GP registered Enfield patients and for patients nearby who require emergency attention. There is no plan to change this requirement and these patients will continue to be seen and, if appropriate, treated during the core hours mentioned above.

However, there is currently a significant duplication of services provided in general practice and by the Walk-in Service. The cost of this duplication means that funds are not available for improving other health services in Enfield.

Taking into account these developments, alongside our commitment to continue to improve primary care services in Enfield, NHS North Central London is considering changing the hours of operation at the Evergreen Walk-in Service.

Following discussions with local GPs and stakeholders, two options for change have been identified.

Option One – Provision of a GP-led Walk-in Service during the hours of 8am – 8pm at weekends and bank holidays only.

Option Two - Provision of a Walk-in Service during the hours of 6.30pm – 8pm Monday to Friday; and also during the hours of 8am – 8pm at weekends and bank holidays.

There is no plan to change services at weekends or on bank holidays. The Evergreen Walk-in Service will still provide services to all patients on these days. However, the proposed reduction in hours of the Evergreen Walk-in Service will allow the release of resources that are currently being duplicated.

We hope you will agree that the most important thing is for patients to have access to clinically safe, appropriate and accessible primary care services but we would like to hear your views on the options.

At the end of this document we have set out a number of questions and options for consideration, to ensure the provision of safe and appropriate primary care services in the future. We look forward to hearing your response.

# Consultation on the Future of the Evergreen Walk-in Service

## 1. Background

Urgent care centres, minor injuries units and walk-in centres provide timely treatment for less serious illnesses and injuries which require immediate care but which do not require the full services of an accident and emergency department.

As part of our ongoing commitment to provide the most appropriate services for Enfield residents, we have been reviewing:

- The future use of the Walk-in Service at the Evergreen Centre
- How we might avoid unnecessarily duplicating services
- Ways to retain and improve high quality and effective services
- The affordability of services at the Evergreen Centre.

This document seeks your views on the provision of the Walk-in Service at the Evergreen Centre in Enfield.

It describes existing arrangements for primary care services and outlines concerns about the Evergreen Walk-in Service.

## 2. Providing safe and accessible services

Over the past two years, work has been undertaken to improve local primary care services in Enfield. As the NHS body responsible for local health services, NHS North Central London has a statutory duty to ensure that services are easy to access and provide consistently high-quality, professional advice or treatment in the right place, at the right time, delivered by the right healthcare professional.

## 3. Existing services

In April 2009, a contract was awarded for a GP-led Walk-in Service with core opening hours of 8am – 8pm, seven days a week, to be run from the Evergreen Centre.

Since November 2010, all GP practices in Enfield have been signed up to be open from 8am – 6.30pm, Monday to Friday (with some exceptions from a small number of practices on either Wednesday or Thursday afternoon, when cover is provided by the out-of-hours provider, BarnDoc). Over 85% of practices have also signed up to extend their hours up to 8pm (days and times are variable). These arrangements are in line with national guidance and are monitored against national quality standards. Out-of-hours GP services are provided by BarnDoc from 6.30pm to 8.00am every day of the year. Whether Enfield

patients are registered with a GP practice or not, they can access the out-of-hours services provided by BarnDoc.

April 2011 saw the five practices merge into one, with the existing GP practice running the Walk-in Service continuing to do so. The merged group is called Evergreen Surgery and provides GP services for more than 15,000 registered patients and offers general medical services to both registered and unregistered patients. The practice is contractually required to provide care for all non-registered Enfield patients and for patients nearby who require emergency assistance. This practice is open from 8am – 8pm, Monday to Friday.

A stand-alone community-based Urgent Care Centre at the North Middlesex University Hospital has also recently been commissioned and is open from 10am until 10pm, seven days a week. This is located approximately one mile from the current Walk-in Service at Evergreen and provides the same services currently offered there. This results in a duplication of services and means that funds are not available for improving other health services in Enfield.

#### 4. The Evergreen Walk-in Service

The GP-led Walk-in Service at Evergreen was set up in April 2009. It is currently open from 8am – 8pm, seven days a week and has proved to be a popular service for patients wanting to be seen quickly, but not as an emergency. The Evergreen Walk-in Service currently offers the following:

- Advice on local GP and pharmacy services
- Blood pressure checks
- Contraceptive advice
- Treatment for coughs, colds and flu-like symptoms
- Dressing care
- Emergency contraception
- Treatment for hayfever, bites and stings
- Health promotion: diet, exercise
- Information on staying healthy/local services
- Treatment for minor cuts and wounds - care, dressings
- Treatment for muscle and joint injuries - strains and sprains
- Treatment for skin complaints - rashes, sunburn, headlice
- Smoking cessation support
- Treatment for stomach ache, indigestion, constipation, vomiting and diarrhoea
- Treatment for women's health problems, e.g. thrush, menstrual advice.

All these services are also provided in local GP practices.

#### Who attends the Walk-in Service?

A breakdown of patients attending the Walk-in Service shows a significant duplication of services, with approximately 62% of total activity generated by weekday visits from patients that are registered with a GP whose services they could access if necessary. A further 25% of visits are made on weekends and bank holidays, when the service will not be reducing its hours. The remaining 13% of activity is made up of patients that are accessing

the service during the week and are either not registered with a GP, or whose status regarding GP registration is 'unknown'. A breakdown of this activity can be found in Appendix A.

## 5. Recent discussions

### Clinical Engagement

Our local GPs have been closely involved in all stages of reviewing options. Their views have been sought both formally and informally. For example there have been discussions at a bi-monthly GP Forum, with individual GPs, at the Enfield Leadership Board and at the Urgent Care Board.

### Public and Stakeholder Engagement

Concerns about the weekday activity at the Evergreen Walk-in Service have been the subject of debate for a number of months. In May 2011, a proposal to reduce the opening hours of the service was put forward to Enfield Council's Health Overview and Scrutiny Committee. Following this meeting, the NHS in Enfield agreed to:

- Ensure that a detailed communications strategy was developed to ensure that those patients using the Walk-in Service, despite being registered with other practices, were signposted and encouraged to use their own GP practice
- Ensure that the extended hours opening, and access to GP appointments, continued to be monitored by NHS Enfield
- Consider how funding generated as a result of the proposed reduction in hours could be redirected towards tackling the wider health issues within the area.

We are doing all of this.

Some patients feel that it is difficult to get an appointment at their own practice and therefore choose to use the Walk-in Service even when their own practice is open. During this consultation period, if this happens, the Evergreen Centre reception staff will ensure an appointment is made with the patient's GP and redirect them.

This will also provide us with a better understanding of where patients perceive there are problems getting appointments and we can have individual discussions with practices about how to improve availability.

Throughout this consultation, we are inviting comments from patients and members of the public, but also from clinical colleagues and other key stakeholders. The consultation document and key questions will be made widely available in paper and electronic copy.

## 6. What are we proposing to do?

Based on this work and the feedback received as part of the pre-engagement phase, two options have been developed for further consideration.

### Option 1

Provision of a GP-led Walk-in Service during the hours of 8am – 8pm at weekends and bank holidays only.

#### *Detail of revised service*

- On weekdays and in the evenings (8am – 8pm Monday to Friday) patients will continue to access their GP and the GP out-of-hours service (6.30pm – 8am daily)
- Patients who are not registered with a GP in Enfield will continue to be able to see a GP at the Evergreen Surgery from 8am–8pm Monday to Friday
- Patients who are registered with a GP in Enfield and come to the Walk-in Service on Monday to Friday will be redirected back to their GP
- Patients attending the Walk-in Service at Evergreen Centre from 8am – 8pm at the weekend and bank holidays would be seen by a GP or nurse and offered an assessment without the need for an appointment
- Where necessary, patients attending the Walk-in Service may be directed towards other services (ie, pharmacy, optometry etc)
- Patients will be able to phone the Walk-in Service from 8am – 8pm at weekends and bank holidays, in addition to calling the out-of-hours provider, BarnDoc. They will be given advice on self-care options, be directed towards other NHS services or, if necessary, offered a home visit by a healthcare professional
- NHS North Central London would work with providers and the local community to ensure that the facility is used to best effect during the week.

#### *Benefits*

- Maintains the Walk-in Service at weekends and bank holidays with no appointments necessary
- Additional medical support is available from the out-of-hours service
- This option encourages more appropriate use of self-care and pharmacies
- Maximises reduction in cost and resource duplication with other services
- Makes the best use of the other 23 GP practices facilities close to the Evergreen Centre
- Provides the best use of existing GP service – through extended hours.

## **Option 2 - REFLECT OPTION 1**

Provision of a Walk-in Service during the hours of 6.30pm – 8pm Monday to Friday; and also during the hours of 8am – 8pm at weekends and bank holidays.

### ***Detail of revised service***

- Patients attending the Walk-in Service at Evergreen between 6.30pm – 8pm on weekdays and between 8am – 8pm at weekends and bank holidays will be seen by a nurse or GP and offered an assessment or treatment without the need for an appointment
- During the day and in the evenings (8am – 8pm Monday to Friday) patients will continue to access their GP and the GP out-of-hours service (6.30pm – 8am daily)
- Patients who are not registered with a GP in Enfield will continue to be able to see a GP at the Evergreen Surgery from 8am–8pm Monday to Friday
- Patients who are registered with a GP in Enfield and come to the Walk-in Service on Monday to Friday will be redirected back to their GP
- Patients will be able to phone the Walk-in Service from 8am – 8pm at weekends and bank holidays, in addition to calling the out-of-hours provider, BarnDoc. They will be given advice on self-care options, be directed towards other NHS services or, if necessary, offered a home visit by a healthcare professional
- NHS North Central London would work with providers and the local community to ensure that the facility is used to best effect during the week before 6.30pm.

### ***Benefits***

- Maintains Walk-in Service at busy times (evenings, weekends and bank holidays)
- Provides access to professional clinical telephone advice
- No appointments necessary
- Additional medical support available from the GP out-of-hours service
- This option encourages more appropriate use of self-care and pharmacies
- Reduces cost and resource duplication with other services
- Limits service change whilst still reducing duplication during the day.

## 7. What will be the impact of these proposed changes?

### Option 1

Provision of a GP-led Walk-in Service during the hours of 8am – 8pm at weekends and bank holidays only.

Impact on patients	Impact on GPs	Impact on other services
<ul style="list-style-type: none"> <li>• On weekdays, patients who are registered with a GP in Enfield will still be able to access their GP as usual, but will be unable to access the Walk-in Service</li> <li>• On weekdays, patients who are not registered with a GP in Enfield will be able to make an appointment to see a GP at the Evergreen Centre</li> <li>• From 6.30pm on weekdays and on weekends and bank holidays, patients will still be able to access medical support from the GP out-of-hours service, BarnDoc</li> <li>• At weekends and bank holidays from 8am – 8pm, patients will continue to be able to use the Walk-in Service for medical consultations without an appointment</li> </ul>	<ul style="list-style-type: none"> <li>• Potential increase in attendance at GP practices from patients registered on their list</li> </ul>	<ul style="list-style-type: none"> <li>• Possible increase in use of the North Middlesex Urgent Care Centre by patients during the week (1 mile in distance)</li> <li>• It is anticipated there will be an increase in numbers of patients accessing the GP out-of-hours services from 6.30pm – 8pm on weekdays when the Walk-in Service is not available. The projected impact will be an average of 12.4 patients per weekday.</li> </ul>

## Option 2

Provision of a Walk-in Service during the hours of 6.30pm – 8pm Monday to Friday; and also during the hours of 8am – 8pm at weekends and bank holidays.

Impact on patients	Impact on GPs	Impact on other services
<ul style="list-style-type: none"> <li>• On weekdays before 6.30pm, patients who are registered with a GP in Enfield will be able to access their GP as usual but unable to access the Walk-in Service</li> <li>• On weekdays, patients who are not registered with a GP in Enfield will be able to make an appointment to see a GP at the Evergreen Centre</li> <li>• From 6.30pm – 8pm on weekdays and from 8am – 8pm at weekends and bank holidays, patients will continue to be able to use the Walk-in Service for a medical consultation without an appointment</li> <li>• Outside these hours patients will have access to the GP out-of-hours service as normal</li> </ul>	<ul style="list-style-type: none"> <li>• Potential increase in attendance at GP practices for patients registered at their practice during normal GP opening hours Monday to Friday</li> </ul>	<ul style="list-style-type: none"> <li>• Possible increase in use of the North Middlesex Urgent Care Centre by patients during the week (1 mile in distance)</li> <li>• As the Walk-in Service provides duplication of service, it does not provide the most efficient use of money as there is duplication of GP services between 6.30 – 8pm and therefore to respond to the financial pressures, there would be a need to find further “savings” from elsewhere</li> </ul>

## 8. Having your say

Your views are extremely important and we are keen to hear from as many people as possible. We are making this document available in a variety of locations and will be working with community and voluntary groups to try and involve people whose views are not always heard.

We are asking for your comments on:

- Option 1
- Option 2

There is a feedback form at the end of this document for you to give your views. There are also a number of ways you can find out more, get involved, and tell us what you think.

### ***Who will receive this consultation document?***

NHS North Central London wants to ensure as many people as possible have the opportunity to comment on our proposals. As well as being made widely available to the public, the consultation document will be circulated widely to:

- NHS Staff
- GP surgeries and health centres
- Out-of-Hours service
- Pharmacists
- Accident and emergency departments at Chase Farm Hospital and North Middlesex University Hospital
- Local MPs
- Councillors
- Enfield Health and Wellbeing Scrutiny Panel
- Enfield Local Involvement Network and other patient groups
- Residents' associations
- Voluntary sector and community organisations
- Middlesex University
- Libraries
- The NHS North Central London (Enfield) Patient Reference Group

If you are a community group and would like us to attend and talk about our plans, please contact us on 020 7685 6282. We will do our best to attend as many meetings as possible during the formal consultation period.

## **Feedback Form**

Please use the feedback form on page 14 to tell us about your views and give us your comments. Alternatively, you can write to us, email or telephone using the details below:

FREEPOST RSSZ-CYXY-XHUU  
Communications Team  
NHS North Central London  
Stephenson House  
67-87 Hampstead Road  
NW1 2PL  
Tel: 020 7685 8282  
Email: [engagement@nclondon.nhs.uk](mailto:engagement@nclondon.nhs.uk)

## **Online**

During the consultation period information and updates will be available on our website at <http://www.ncl.nhs.uk/have-your-say/consultations.aspx>. You will also be able to give your feedback online.

## **Deadline for feedback**

The public consultation is running over 13 weeks from Tuesday 1 November 2011 to Tuesday 31 January 2012 and the deadline for feedback on the proposals is **5pm** on Tuesday 31 January 2012.

## **9. What happens next?**

It is important that this consultation process is open and transparent and NHS North Central London is accountable for the decisions it makes.

During the consultation all the feedback and responses, along with notes of public meetings, will be collated and analysed.

At the end of the consultation period a report will be produced by NHS North Central London identifying the themes and issues raised. The report will go to the Joint Boards of the PCTs that form NHS North Central London to inform their decision on how to proceed.

The final decision will be made by Enfield Primary Care Trust Board in public, once it has had time to consider the consultation feedback and responses.

# Feedback Form

We want to hear your views

Please tell us what you think of our proposals by taking a few minutes to answer the questions below.

## Reasons for Change

	Strongly agree	Agree	Disagree	Strongly disagree
I understand the reasons why things need to change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I agree that things need to change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Options for Change

Of the two options for change, please tick your preferred option. Please only choose **ONE** option.

<input type="checkbox"/>	Option 1: Service during weekends and bank holidays
<input type="checkbox"/>	Option 2: Service during weekday evenings, bank holidays and weekends

Is there anything else you would like to say about the proposed options for the future? If yes, please use the space below.

.....

.....

.....

Is there anything else we should think about when looking at unscheduled primary care services in Enfield?

.....

.....

.....

## About You

We want to make sure that everyone has had a chance to share their views. To make sure this consultation reaches a wide range of people, it would be helpful if you could provide us with a few confidential details about yourself to help us see who has responded.

### Are you:

A member of the public	<input type="checkbox"/>
NHS staff member	<input type="checkbox"/>
Representing an organisation – please state .....	<input type="checkbox"/>

### Please tell us which area you live in (e.g. Ponders End XXXX)

.....

### Are you:

Male       Female

### How old are you?

Under 30       31 – 49       50 – 64       Over 65

### What is your ethnic group?

<b>White</b>	<input type="checkbox"/> British	<input type="checkbox"/> Irish	<input type="checkbox"/> other white background	
<b>Mixed</b>	<input type="checkbox"/> White and black Caribbean	<input type="checkbox"/> White and black African	<input type="checkbox"/> White and Asian	<input type="checkbox"/> any other mixed background
<b>Asian or Asian British</b>	<input type="checkbox"/> Asian Indian	<input type="checkbox"/> Asian Bangladeshi	<input type="checkbox"/> Any other Asian background	
<b>Black or Black British</b>	<input type="checkbox"/> Black African	<input type="checkbox"/> Black Caribbean	<input type="checkbox"/> Any other black background	
<b>Other ethnic group</b>	<input type="checkbox"/> Chinese	<input type="checkbox"/> Other ethnic group	<input type="checkbox"/> rather not say	

Please contact the Patient Advice and Liaison Service (PALS) and Complaints service on 020 3317 3003 or [pals.ncl@nclondon.nhs.uk](mailto:pals.ncl@nclondon.nhs.uk) if you need this document in a different language or format (e.g large print)

#### Turkish

Eğer bu belgeyi size birisinin tercüme etmesini istiyorsanız, lütfen şu numarayı arayın: 020 3317 3003

#### Somali

Haddii aad u baahan tahay turjume kuu sharxa dokumentigan, fadlan soo wac talefoonkan 020 3317 3003

#### Bengali

যদি আপনার ইংরেজী প্রথম ভাষা নয়, এবং আপনি এই ডকুমেন্টটি পড়তে চান, তা হলে অনুবাদ সুবিধার প্রয়োজন হয়। দয়া করে টেলিফোন করুন: ০২০ ৩৩১৭ ৩০০৩।

#### Spanish

Si necesita un intérprete para que le explique este documento, llame al 020 3317 3003

#### Portuguese

Se precisar de um intérprete para explicar este documento, faça o favor de ligar para este número de telefone 020 3317 3003

#### Arabic

المستند، الرجاء الاتصال على رقم 020 3317 3003 إذا كنت في حاجة إلى مترجم فوري لشرح هذا

#### Cantonese

如果你需要一名翻譯來解釋這篇文件，請致電 020 3317 3003

#### Farsi

شفاهی نیاز دارید، لطفاً با 020 3317 3003 تماس بگیرید. اگر برای دریافت توضیح در مورد این سند به مترجم

#### Polish

Jeśli do wyjaśnienia niniejszego dokumentu potrzebny jest tłumacz, proszę zadzwonić pod numer 020 3317 3003

#### Greek

Εάν χρειάζεστε διερμηνεία για επεξήγηση αυτού του εγγράφου, παρακαλούμε τηλεφωνήστε στον αριθμό 020 3317 3003

#### NHS North Central London

Stephenson House,  
75 Hampstead Road,  
London NW1 2PL

#### Tigrinya

ብዓዕብዒ ሰነድ ኣመልኪቲ ንኺገልጽልኩም ኣስተርጓሚ ዘድልዮኩም ኣገተኹዎኑ፡ ብኽብረትኩም ናብ 020 3317 3003 ደውሉ።

#### Romanian

Dacă aveți nevoie de un interpret pentru explicarea acestui document, sunați la 020 3317 3003

#### Albanian

Nëse ju nevojitet përkthyes për t'ju shpjeguar këtë dokument, ju lutemi telefononi 020 3317 3003

#### Mandarin

如果你需要一名翻译来解释这篇文件，请致电 020 3317 3003。

#### French

Si vous avez besoin d'un interprète pour vous expliquer ce document, veuillez téléphoner au 020 3317 3003

#### Japanese

この文書の内容について通訳を必要とされる方は、020 3317 3003 までお電話ください。

#### Urdu

اگر آپ کو یہ دستاویز سمجھنے کے لیے مترجم کی ضرورت ہے، برائے مہربانی 020 3317 3003 پر فون

#### Tamil

இப்பத்திரத்தைப் புரிந்துகொள்ள மொழிபெயர்ப்பாளரின் உதவி உமக்குத் தேவையெனில், 020 3317 3003 தொ. எ.-ஐத் தொடர்பு கொள்க.

#### Gujarati

આ દસ્તાવેજ તમને સમજાવી શકે એવા એક દુભાષિયાની જરૂર હોય, તો કૃપા કરી ૦૦૨૦ ૩૩૧૭ ૩૦૦૩ પર ટેલીફોન કરો.

#### Dari

خواهشمندیم با تلفون شماره 020 3317 3003 تماس بگیرید. اگر شما برای دانستن بهتر این سند به مترجم ضرورت دارید