

Identifying and pursuing opportunities for change

Influencing Hammersmith and Fulham CCG Consultation

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Who we are

We cover three boroughs: Hammersmith & Fulham, Kensington & Chelsea and Westminster in London.

This used to be known as the tri-borough. However, in 2017 it was announced that Hammersmith & Fulham were leaving this arrangement.

What is this session about?

Example of Healthwatch work around CCG consultation

- Influencing consultation materials
- Linking work to our delivery plan
- Involving volunteers
- Generating positive outcomes for patients

The background

- Summer 2018: H&F CCG general engagement on primary and urgent care services
- December 2018: H&F CCG announces at the Scrutiny meeting that they are going for a formal consultation

The Proposals

- To change the hours of the urgent care centre at Hammersmith Hospital from 24 hours a day 7 days a week, to 8am-midnight 7 days a week (closed overnight).
- To change the number of GP ‘hubs’ that enable anyone in Hammersmith and Fulham to access an evening or weekend GP or nurse appointment.

What did we do? Involving volunteers

- The H&F Healthwatch Local Committee identified two main ways of getting involved with the consultation and raising the patient voice:
 - a) by ensuring that it could influence the actual consultation materials and
 - b) by formally responding to the consultation.
- Dignity Champions Enter and View Visit at the UCC

Consultation process and Healthwatch Involvement

- Stakeholders challenging meeting: Local Committee with CCG Managing Director team
- Working group meeting: Local Committee with Engagement Manager
- Invited GP Federation at Local Committee
- Project Plan for Consultation Engagement

Consultation results

The formal consultation took place between Monday 8 April and Friday 24 May. In total 2,669 surveys were received by the CCG, the CCG attended 55 public facing events, met with over 1,260 individuals and distributed 1,120 surveys.

- No changes will be made this year to the three GP practices in Hammersmith and Fulham offering evening and weekend appointments
- Hammersmith Urgent Treatment Centre¹ (HHUTC) will close overnight between the hours of 12am and 8am.
- The CCG will take a number of actions to address local people's concerns, including a communications campaign about local services for which it will work in collaboration with Healthwatch Local Committee in Hammersmith and Fulham.

Challenges

- Understanding national changes and their impact:
Extended hours and Primary Care Networks
- Coordinating volunteers on a strategic level
- Difficulty of evaluating the importance of this work
- Constant changes to time framework
- Responsive work

What was the impact?

- H&F Local Committee influenced the development of the final consultation material which was easy to understand by local people
- Public acknowledgment of our contribution
- H&F CCG engaged with a high number of people
- H&F CCG has now approached H&F Local Committee to seek its advice on a booklet of available health services and how to access them



Find us

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