



SOUTHGATE GREEN WARD FORUM

Tuesday, 8th March, 2016 at 7.00 pm in the Beaumont Retirement Home, 15 Cannon Hill, Southgate, N14 7DJ

Councillors: Daniel Anderson (Cabinet Member for Environment),
Alessandro Georgiou and Claire Stewart (Labour Group Whip)

AGENDA

- 1. WELCOME AND INTRODUCTIONS**
- 2. APOLOGIES FOR ABSENCE**
- 3. MINUTES OF THE LAST MEETINGS**
- 4. MATTERS ARISING**
- 5. POLICE UPDATE**
- 6. BUDGET UPDATE**
- 7. LADDERSWOOD UPDATE (Pages 1 - 2)**
- 8. GARFIELD SCHOOL UPDATE**
- 9. CROSSRAIL 2 UPDATE**
- 10. MEDICAL PROVISION/CCG - REVIEW OF URGENT CARE SERVICES
(Pages 3 - 18)**
- 11. BROOMFIELD HOUSE**
- 12. ESTATE MANAGEMENT**
- 13. BOWES ROAD ENVIRONMENT**
- 14. ANY OTHER BUSINESS**
- 15. DATE OF NEXT MEETING**

SOUTHGATE GREEN WARD FORUM

Ladderswood Update (March 2016)

The scheme is progressing well in some respects e.g. the first block has been built and demolition of a number of old blocks and industrial space has occurred earlier than was originally planned.

Demolition to Curtis House and the industrial units has been completed and sites have been cleared, these works have been undertaken ahead of the original schedule due to the council obtaining vacant possession of the blocks earlier than programmed.

Demolition to Danford House has also completed again ahead of the original schedule due to obtaining early vacant possession.

However, there have been delays to the scheme and this has principally been down to the following reasons:

At the planning consent stage there was a requirement to include an Energy Centre, and this was constructed as part of the Phase 1 works. The main structure for the Phase 1 works i.e. Blocks A and X were built (and would have been delivered) by October 2015, had the Council not proposed Lee Valley Heat Network (LVHN) as the Energy Centre operator. There has been some reluctance by the LLP to accommodate some of the changes proposed and to pay the increased costs which has added time to the scheme.

Design changes to meet the specification requested by LVHN, has resulted in a requirement to strengthen the structure of the Energy Centre located in the basement of Phase 1 in order to accommodate larger boilers and the thermal store. Works to the basement re-enforcement commenced in November 2015. All core-hole, piling and structural concrete topping was finished before Christmas.

The remainder of the works to the plant room and the installation of the Combined Heat Network (CHP) commenced on the 18/01/16 and are set to last for up to 20 weeks resulting in the first phase blocks not being delivered until August 2016.

The main driver regarding the delay in commencement of the phase 2 works can be summarised as follows:

- 1 Delays associated with the sign off of the Section 278 works (in particular in Station Road). This agreement was a requirement as part of the Section 106 and states that Mulalley could not commence on Phase 2 until all parties had entered into the Section 278 agreement. The Section 278 Agreement is now agreed, has been signed by external parties, and will be completed shortly.

2 The delays associated with stopping up Lower Park Road being granted by Highways were also linked to the Section 278 agreement and the stopping up of this road was approved in September 2015.

3 Delays associated with the diversion of existing utility services; Mulalley's application of the section 50 licence to carry out main sewer diversions to the site was approved in December 15 and traffic management measures have been put in to place and works commenced on 18th January 2016 and are due to last up to 8 weeks.

All the above issues are linked and contributed to a delay on Phase 2 which has meant that the construction works on Phase 2 are currently estimated to commence April 2016.

With this in mind Mulalley have already made commencement to site preparation works for Phase 2 and are currently in the process of installing large underground storm attenuation tanks.



Clinical Commissioning Group

This survey is about your experience of local NHS urgent care services in Enfield. You can also fill in this questionnaire online at: <http://www.smartsurvey.co.uk/s/PH6F8/>

The term Urgent Care refers to a range of services that people can access immediately at any time of the day or night for advice, diagnosis and treatment when they have an illness or injury. Urgent Care services are not for life threatening-illness or injuries, but instead they support people with unscheduled care needs who cannot wait to be seen such as normally healthy people with a sudden illness or injury, or someone with long-term condition who is feeling unwell.

This survey is anonymous and most questions in this survey are optional.

We have asked you to complete some personal data including where you live and your age. These questions are aimed at checking that our survey has reached different people across the borough. We will use the information gathered in this survey to help us understand the urgent care needs in our community and how different people use services. This information will help Enfield Clinical Commissioning Group to understand people's experience of local urgent care services and to inform future service planning and improvements.

1. Which local urgent care services are you aware of?

- Pharmacy
- GP out of hours services (accessed via NHS 111)
- NHS 111
- Mental Health Crisis and Home Treatment Team Service (0208 702 3800)
- Edmonton walk-in service (based at Evergreen Primary Care Centre)
- Urgent Care Centre at Barnet Hospital
- Urgent Care Centre at Chase Farm Hospital
- Urgent Care Centre at North Middlesex Hospital
- Accident and Emergency Barnet Hospital
- Accident and Emergency North Middlesex Hospital
- London Ambulance Service
- Other (please specify):

Comments:

2. How would you find out what urgent care services are available in Enfield?

- Calling NHS 111
- Going online to find out what is available
- Calling my GP practice for help
- Calling 999
- Attending an urgent care centre
- Going straight to A&E
- Not sure
- I know what services are available or I have used local urgent care services before

Please tell us more about how you would prefer to access information about urgent care services and how you make a decision about which service to access

3. Have you used urgent care services in the past year? If so, please tell us how many times? *

- 1-2
- 2-4
- 4-6
- 6-8
- 8-10
- More than 10
- I have not used any urgent care services
- Other (please specify):

4. Which urgent care services have you used in the last year? *

- Pharmacy
- GP out of hours services (accessed via NHS 111)
- NHS 111
- Mental Health Crisis and Home Treatment Team Service (0208 7023800)
- Edmonton walk-in service (based at Evergreen Primary Care Centre)
- Urgent Care Centre at Barnet Hospital
- Urgent Care Centre at Chase Farm Hospital
- Urgent Care Centre at North Middlesex Hospital
- Accident and Emergency Barnet Hospital
- Accident and Emergency North Middlesex Hospital
- London Ambulance Service
- Other Enfield service
- Other service outside of Enfield

Please add any additional information here

5. What was your reason for needing an urgent care service? *

- I felt unwell and other services were closed
- I couldn't get a GP appointment
- I am not registered with a GP practice in Enfield
- I felt my illness or injury needed urgent treatment
- I needed an urgent care service to see my child or another person that I care for
- Other (please specify):

Comments:

6. How long did you wait before accessing urgent care services?

- I accessed them the same day as I felt unwell
- I waited between 24-48 hours
- More than 48 hours
- Other

If you put other or would like to provide more information, please tell us more here.

7. What day of the week and time did you access urgent care services? (Please choose the time slot of your first contact with any urgent care service).

Please tell us the time you accessed the service

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Sunday

Comments:

8. Once you had made contact with an urgent care service, how long did you wait to be seen or treated?

- Less than one hour
- One to two hours
- Two to four hours
- More than four hours
- Other (please specify):

Please tell us more about your how long you waited and whether you think that your waiting time could have been reduced

9. Did your visit to urgent care services resolve the immediate issue?

- Yes
- No
- Not sure

Comments:

10. If you needed to visit other services please tell us which one(s)

- My GP practice
- Another Urgent Care Service
- Mental Health Home Treatment Team
- Accident and Emergency
- NHS 111
- Dentist
- Pharmacy

Other (please specify):

Please tell us why you used another service

11. How would rate your experience of urgent care services?

- Excellent
- Good
- Average
- Poor
- Very poor

You can tell us more about your experience here

12. Do you think any other service could have met your urgent care needs better?

- Pharmacy
- GP out of hours services (accessed via NHS 111)
- NHS 111
- Mental Health Crisis and Home Treatment Team Service (0208 7023800)
- Edmonton walk-in service (based at Evergreen Primary Care Centre)
- Primary Care Urgent Access service (provided at Evergreen Primary Care Centre and Green Lanes Surgery)
- A different Urgent Care Centre
- Accident and Emergency
- London Ambulance Service
- Other (please specify):

Please tell us the reason for your choice in the comments box below.

2. Please tell us more about you.

13. Please enter the first part of your postcode e.g. EN1, N13 *

14. Please tell us your age *

- Under 21
- 21-30
- 31-40
- 41-50
- 51-60
- 61-64
- 65 and over
- I do not wish to disclose this

15. Please tell us your gender

- Male
- Female
- Transgender (Male)
- Transgender (Female)
- I do not wish to disclose this

16. Are you married or in a same sex civil partnership?

- Yes
- No
- I do not wish to disclose this

17. Please select the option which best describes your sexuality

- Lesbian/Gay woman
- Gay man
- Bisexual
- Heterosexual /straight
- I do not wish to disclose this

18. Please indicate your religion or belief

- Atheism
- Buddhism
- Christianity
- Hinduism
- Islam
- Jainism
- Judaism
- Sikhism
- I do not wish to disclose this
- Other (please specify):

19. I would describe my ethnic origin as *

- Asian or Asian British Bangladeshi
- Asian or Asian British Chinese
- Asian or Asian British Indian
- Asian or Asian British Pakistani
- Asian or Asian British Vietnamese
- Any other Asian or Asian British background please specify below
- Black or Black British Caribbean
- Black or Black British Somali African
- Black or Black British Other African
- Any other Black background please specify below
- Mixed White and Asian
- Mixed White and Black African
- Mixed White and Black Caribbean
- Any other mixed background please specify below

- White British
- White Irish
- Any other White background please specify below
- I do not wish to disclose my ethnic origin
- Other (please specify):

20. Do you consider yourself to have a disability?

- Yes
- No
- I do not wish to disclose this

21. If you consider yourself to be disabled, please state the type of impairment that applies to you. People may experience more than one type of impairment, so please feel free to tick more than one box. If none of the categories apply, please mark "other" and specify the type of impairment.

- Physical impairment
- Sensory impairment
- Mental health condition
- Learning disability/difficulty
- Long-standing illness
- Other
- I do not wish to disclose this
- Other (please specify):

22. Do you provide care on a substantial and regular basis for a family member or friend who needs care/help/support because of sickness, frailty or disability?

- Yes
- No
- I do not wish to disclose this

**Thank you for taking part in this survey. Please return this questionnaire to:
NHS Enfield CCG, Holbrook House, Cockfosters Road, Barnet, Herts, EN4 0DR**

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Urgent care services review



Enfield CCG is reviewing local urgent care services to make sure they are meeting the needs of our local population. We want to hear your views on how you access and use urgent care services.

Urgent care services are the services that are there to look after you when you have an injury or an unplanned illness and you need immediate advice and support. Enfield CCG commissions a range of urgent care services so that patients in Enfield can access care for non-life threatening illnesses and injuries 24 hours a day, seven days a week.

Please fill in our survey and tell us more about your experience of local urgent care services: <http://www.smartsurvey.co.uk/s/PH6F8/>

This review begins on 19 February 2016 and ends on 3 April 2016.

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This document explains more about local urgent care services and this review. If you need more information or you require this document in another format, please contact communications@enfieldccg.nhs.uk or call 0203 688 2814.

Please fill in our survey and tell us more about your experience of local urgent care services: <http://www.smartsurvey.co.uk/s/PH6F8/>

This review begins on 19 February 2016 and ends on 3 April 2016.

Clinical Commissioning Group

What is urgent care?

By urgent care we mean the range of health services that people can access immediately for advice, diagnosis and treatment when they have a non-life threatening illness or injury. Urgent care services help people that have unplanned health needs 24 hours a day, seven days a week.

Excluded from the definition of urgent care is emergency care which supports 'immediate or life threatening conditions, or serious injuries or illnesses'. Accident and Emergency (A&E) and the London Ambulance Service are emergency care services – NOT urgent care services. However, they are often used inappropriately for urgent care needs.

About urgent care in Enfield

Enfield CCG is responsible for commissioning urgent care services for our local population of 320,524 people (ONS mid 2013 estimates). We commission a range of services from different providers to ensure that patients can access urgent care 24 hours a day, 365 days of the year.

Why we are reviewing urgent care services

Over the last few years, demand for NHS services has been rising across the country, particularly for services with faster access like urgent or emergency care services. We have decided that we would like to review local urgent care services to make sure they are meeting the needs of our local population. We want to find out more about how local people access urgent care services and their experience of them. We will use this information to guide our future commissioning decision on local urgent care services.

The current issues that this urgent care review will explore are:

- Growing demand and how this could be managed
- The range of urgent care and if there is any duplication of services.
- How patients choose when to use urgent care services and why, as well as how they navigate the system

What's involved in this review?

The CCG will be reviewing performance and other internal data available to us as commissioners to build a picture of how urgent care services are being currently being used. During this review we also will ask people how they decide what services to access and what their experience was via a survey. <http://www.smartsurvey.co.uk/s/PH6F8/>

We have included reference to emergency services in the survey as we recognise that some people are visiting Accident and Emergency services instead of other available services and we want to know why this is happening. However it is important to note that this report will not make any recommendations for changes to local emergency services.

We will publish a report of the urgent care review with a summary of all the data collected at the end of the review period.

Clinical Commissioning Group

Aims of the Urgent Care Review

- To commission services that are efficient and can meet demand appropriately.
- To minimise the number of different organisations and handovers involved in delivering care as far as practicable, to ensure safe, high quality patient care.
- To develop information on the urgent care system for by members of the public and professionals, particularly how and where to access services appropriately.
- Development of an Urgent Care framework with the aim of integrating services to provide a single urgent care system making it easier to navigate for patients
- A single simplified 24-hour Urgent Care System to ensure that the patient is given the right care in the right place by those with the right skills, first time.
- To assess the future impact of any proposed alternative models from a commissioning, contracting and finance perspective.

We hope that this review will have the following benefits:

- Simpler navigation of the urgent care system for patients in the long term
- Reducing inappropriate attendances at A&E by better understanding behaviour of patients and learning
- Understanding where overlaps and gaps are in the system and developing an evidence base for any changes needed.

Working with local partners

We recognise patients in Enfield use urgent care services in other areas, and we also want to understand how patients in other boroughs access urgent care. As a CCG we work in partnership with four other CCGs in North Central London and this review will support more collaborative working. Camden and Islington CCGs have already reviewed local urgent care services and we have reviewed the feedback from this project to inform the structure of our review. We welcome opportunities to talk to local stakeholders during this review and groups or individuals can contact communications@enfieldcccg.nhs.uk or call 0203 688 2814 to request a meeting.

Urgent care across London

Early in 2015 NHS England and London's 32 Clinical Commissioning Groups (CCGs) launched a plan to make London the world's healthiest global city. This followed on from the work of the London Health Commission, which was an independent review of health established by the Mayor, Boris Johnson and led by Professor Lord Darzi. The Commission's report Better Health for London contained 10 aspirations for London and over 64 recommendations on how to make London the world's healthiest city.

Following the London Health Commission report, [Healthy London Partnership](#) was established to improve health services and deliver changes to health in the capital. The aim is to take London from seventh in the global healthy city rankings, to the number one spot using a transformation programme. One of the 13 Programmes being managed by Healthy London Partnership is the transforming London's urgent and emergency care system.

Clinical Commissioning Group

The Healthy London Partnership is committed to implementing the national vision for urgent and emergency care by:

- Establishing urgent and emergency care networks to oversee the planning and delivery of the U&EC system.
- Designating urgent and emergency care facilities to ensure London quality standards are met, seven days a week.
- Improving and expanding the NHS 111 system to direct patients to the most appropriate care setting to receive the right care, first time.

You can find out more at <https://www.myhealth.london.nhs.uk/healthy-london>

Next Steps

The review will begin on 19 February 2016 and end on 3 April 2016.

The review findings will be considered at a Governing Body meeting and will be published on Enfield CCG website.