

# Stockton Health Centre Development Proposals



**Consultation** document

**Improving** access and choice in  
**primary care services**



Contents	Page
Executive Summary	4
About the PCT	5
Our Vision	5
The Proposals	6
What the PCT needs to know...	7
Next Steps	8

**This information is available in other formats (Braille and audio tape) and in other languages by telephoning 0800 013500**

এই তথ্যগুলো বিভিন্ন আকারে এবং অন্যান্য ভাষায় পেতে হলে এই নম্বরে যোগাযোগ করুন। 0800 013500

Cette information est disponible dans d'autres formats et d'autres langues par téléphoner 0800 013500

这资料有以不同的形式和不同的语言发行，如需要请电：0800 013500

यह जानकारी दूसरी भाषाओं और दूसरे तरीकों में इस फोन नम्बर 0800 013500 पर उपलब्ध है।

این معلومات در زبانهای دیگری با شکل دیگر از راه تلیفون موجود است. 0800 013500

ਏ ਜਾਣਕਾਰੀ ਦੂਜੀ ਖੱਜਾਬੀ ਬੋਲੀ ਵਿੱਚ ਟੈਲੀ ਫ਼ੋਨ ਨੰਬਰ 0800 013500 'ਤੇ ਮਲਵਦੇ ਚੇ

یا اور ملظلاف زبانہوے بی میل سکتا ہے۔ تالافون نمبر 0800 013500

هذه المعلومات متاحة في اشكال و لغات أخرى على تليفون رقم 0800 013500

## Stockton Health Centre Development Proposal

### Consultation document

This document has been produced as part of the consultation process to improve access to and choice of primary care services through the establishment of a health centre in the North Tees Primary Care Trust (PCT) area. The information provided in this document explains the background to this proposal and outlines the need for this development. Your views on the health services planned for this development are very important.

As an NHS organisation we must involve and consult everyone who may use these services, and give them an opportunity to influence these decisions. This is a legal duty under Section 242 of the NHS Act 2006.

We must involve people in:

- On-going planning of these services
- Developing proposals for how these services will be delivered
- Decisions that may affect the way these services will work

### Executive Summary

Improving access to health care services, particularly in primary care, remains a key priority for the NHS. Following the report produced by Lord Darzi in October 2007 (NHS Next Stage Review), the Government has made a commitment to improve access to and the responsiveness of primary care services.

Primary care services are the first port of call for most people who develop health problems. Primary care is the name given to the sorts of everyday health services provided by GPs, health visitors, dentists, optometrists, pharmacists and a range of specialist therapists. It also includes those services offered by GPs practices and health centres as well as some community based services:

Primary Care Trusts (PCTs) are responsible for improving the health of the community and developing primary care services provided in GP surgeries and health centres and in people's homes by GPs, nurses and other health professionals. PCTs identify the health needs of local people and make sure the right secondary care services - such as those delivered from hospitals - are available. PCTs also work with other organisations to ensure that the prevention of ill health and health improvement are part of local plans.

North Tees Primary Care Trust (PCT) has been identified as being a PCT that would benefit from a significant increase in resources to improve the health of the

population, and has been asked to establish a GP-led health centre.

This health centre will provide a range of services that can be accessed by anyone living in the Stockton area.

It is hoped that the new health centre development will not only improve access to primary care services but will also have a significant impact on the inequalities in health experienced by the local population. It is envisaged that the health centre will lead to improved health outcomes, improved patient experience and provide a centre for the delivery of more joined-up community based services.

This consultation document has been produced in order to seek views on this proposal, and explains the role of the PCT in ensuring that health services are provided which meet the needs of the people in Stockton.

Unfortunately people in Stockton experience more ill health and disability and higher death rates from diseases such as cancer, heart, circulatory and respiratory (chest) disease, than other areas of the country. There is shorter life expectancy for both men and women.

Whilst the PCT and our primary care providers (GPs, dentists, pharmacists, opticians) are delivering high quality health services, and have undoubtedly made many improvements over the last few years, there is an increasing need to change the way in which services are provided across the community - providing services that are fair, personalised, effective and safe.



### **We need to make changes because:**

- There are still high levels of ill health in Stockton.
- People rightly expect to have more say in how and where we provide their services.
- We need to expand the capacity of primary care services to improve access to services.
- We need to provide services that meet the needs and aspirations of patients, carers and the public including extended opening hours.
- We need to provide patients with greater choice.

### **About the PCT**

North Tees PCT is the organisation that ensures you are provided with the services you need, looking after the health of people living in Stockton.

Our main role is to improve health and make sure that when people are ill they have access to the best possible health care, whether that may be in hospital or from community facilities.

We plan and purchase primary care, community hospital and specialist community health care services for the people of Stockton. It is our job to ensure you have access to good quality health care services in your community.

Traditionally, we have done this by providing some of these services directly. Now, to promote choice and to help a wider range of services develop, our role is changing so that our main job is purchasing services and ensuring they meet your needs.

### **Our Vision**

We are working to achieve three things:

- Everyone in Stockton will be healthier, with the biggest improvements for those in poorest health
- Everyone in Stockton will have opportunities to improve their health and well-being
- Everyone in Stockton who uses healthcare services will have a safe, positive experience, every time

North Tees PCT is committed to improving the healthcare provision to ensure a healthier life for its resident population.

The PCT also aims to make sure support and care are provided in a way which meets local needs by:

- Giving everyone an equal opportunity to get the support they need to stay healthy.
- Purchasing improved services to give better access, choice and value for money.
- Developing our people, expertise, buildings and 'state of the art' equipment.
- Managing our money carefully.
- Ensuring that the people who use our services and the people who provide them have confidence in the NHS.
- Giving people a meaningful say in how our services develop.

We ensure that care will be provided in convenient, accessible locations, often directly within community settings provided it is safe and effective to do so.



## The Proposals

### Why have a new GP-led Health Centre?

The new GP-led health centre will allow the residents of Stockton to access primary care services at a time which is more convenient to them. The new GP-led health centre will provide additional services for a population with significant health needs.

### The GP-led health centre

Nationally it has been agreed that the new health centre must:

- Provide core GP services
- Open from 8am – 8pm, 7 days a week
- Provide 'bookable' GP appointments and walk in services
- Provide services for patients who are not registered at the GP led health centre and in the longer term, also provide patients the opportunity to register with the health centre, providing services for both registered and non-registered patients.
- Be GP-led

This means that while the health centre will offer the usual GP services, anyone should be able to get a GP appointment or walk-in service regardless of whether they are registered with the doctors at the Practice. The health centre needs to be open from 8am to 8pm, every day of the week.

In addition to the above, it is proposed that the health centre will also accommodate a range of other services helping to ensure that the local population and those living in the Stockton area are able to access appropriate and convenient services.

### The location of the new health centre

The chosen location for the new health centre is the Tithebarn House site within the Hardwick ward.

The identification of a preferred location for the Health Centre has considered a number of factors including:

- Links with other planned and future health developments
- Opportunities to link with and co-locate with other services
- Use of previous public feedback to inform proposals, including the outcome of access surveys
- Locations within areas of greatest health need
- Accessible
- Availability of appropriate buildings
- Access to other services such as community pharmacies

The health centre will offer a range of services throughout its opening hours (8am to 8pm, 7 days per week). In addition the Tithebarn House site is the location of an existing GP practice and it is proposed that the services provided by this GP practice would also become part of the services that will be delivered by the new health centre.

### What services will the new health centre provide?

As well as the routine services provided by GPs additional services will be available at the health centre. These will include:

- Child health surveillance (care provided by professionals to prevent illness and promote good health e.g. ensuring that children receive the right immunisations).
- Minor surgery (conditions that can be treated quickly and easily under local anaesthetic)
- Maternity medical services
- Contraceptive services
- Childhood immunisations and preschool boosters e.g. MMR
- Vaccinations and immunisations
- Flu jabs
- Cardiovascular (blood and heart) disease screening
- Services to support people stop smoking
- Services to support people who misuse alcohol
- Anticoagulation monitoring (for people on drugs to prevent blood clotting)
- Fitting of contraceptive devices (e.g. the coil)

North Tees PCT will look to secure further clinical services in line with the needs and wishes of the local people.



## What the PCT needs to know...

Your views on the proposals for the new health centre are important and we would very much appreciate hearing your views on the following:

- What are the important factors we should consider when selecting the organisation who will provide the services for the new Health Centre?
- What additional services would you like see provided from the new health centre?

## How You Can Comment

This document supports a formal consultation process that runs for 13 weeks from Monday 5th May to Friday 1st August 2008.

Leaflets are also being printed and distributed to GP surgeries, dentists, pharmacies and opticians as well as community centres and libraries.

During this time we will be actively seeking comments on our proposals. You can comment in a number of different ways.

### On the Internet

You can complete an online questionnaire at:  
[www.gphc-tees.org.uk](http://www.gphc-tees.org.uk)

A link is also available at: [www.northteespct.nhs.uk](http://www.northteespct.nhs.uk)

### By telephone

Freephone **0800 013 0500**

### By email

You can e-mail your views to: [comments@gphc-tees.org.uk](mailto:comments@gphc-tees.org.uk)

### In Writing

To the following address:

**Patient Experience Teesside**  
**Freepost NEA9906**  
**Middlesbrough**  
**TS2 1BR**



### **In Person**

Come along to one of our public meetings being held in May and July. Dates will also be advertised in leaflets, the local press and community publications.

<b>Venue</b>	<b>Date</b>	<b>Times</b>
Stockton Library Church Road Stockton on Tees	Friday 16th May	5.00 pm - 7.00 pm
Aspen Gardens Waldrige Road Hardwick Stockton on Tees	Thursday 3rd July	2.00 pm - 4.00 pm

If you have any special requirements to enable you to attend one of the above meetings, please contact us.

### **On Request**

If English is not your first language, or you use sign language or Braille we can arrange help with translation and other formats. Please contact us through any of the above methods.

### **List of Consultees**

A full list of the people and organisations being consulted is available by contacting us through any of the above methods.

### **After the consultation process**

All of the views expressed during the consultation will be collated and analysed independently. A report will be produced on these findings by the end of August. Your views will help us to develop requirements when we tender for these services.

## **Next Steps**

Key timescales and activities for the new health centre development include:

- Consultation (Monday 5th May – Friday 1st August 2008) with:
  - Patients, Carers and local communities
  - Local Authorities / Health overview and scrutiny committees
  - Local healthcare providers/organisations
  - Local Representative Committees
  - Staff and Board members

Tender for Services from August 2008

The new health centre should be operational on or after 1st April 2009









