

Local services and local views



Key Findings:

- Overall, 88% of Havering residents are satisfied with the care they receive at their GP service, which is above the national average. Cranham residents are most satisfied with their GP, with those in Mawneys being least satisfied
- Emerson Park residents were most likely to have visited a doctor in the last three months (63% had visited), with Pettits residents being least likely to have visited (50% had visited)
- More than half of Havering residents would like their GP surgery to be open at additional times, with Saturdays being the preferred additional opening time
- Those in Emerson Park (19%) and Rainham and Wennington (17%) are most likely to have tried to access an out of hours health service
- People in Havering rate the level of crime, clean streets and health services as the most important factors in making somewhere a good place to live
- People in Havering are less satisfied with the local area as a place to live than is the case nationally. Satisfaction is highest in Upminster and Cranham and lowest in Gooshays and Rainham and Wennington
- Refuse collection and libraries are the public services that Havering residents are most satisfied with, and they are least satisfied with museums/galleries

For Decision Makers to Consider:

- Continue to explore options for increasing access to health services, including additional opening hours (e.g. through polyclinics)
- Continue to work with hard to reach groups to understand their health needs and any barriers they may have to accessing health services
- Continue to extend the ways in which primary care appointments can be booked e.g. increasing the availability of on-line booking
- Consider activity to raise awareness of how to access out of hours health services in wards with lower awareness of this e.g. Pettits and Havering Park

Service Locations

GP Practices

There are 52 GP practices in Havering. Five of these are geographically outside the Havering boundary although Havering residents are still able to register with these GPs.

Pharmacies

There are 46 pharmacies in Havering. Havering Park, Emerson Park and Elm Park have the fewest pharmacies within their wards and Romford Town has the greatest number of pharmacies.

Hospitals

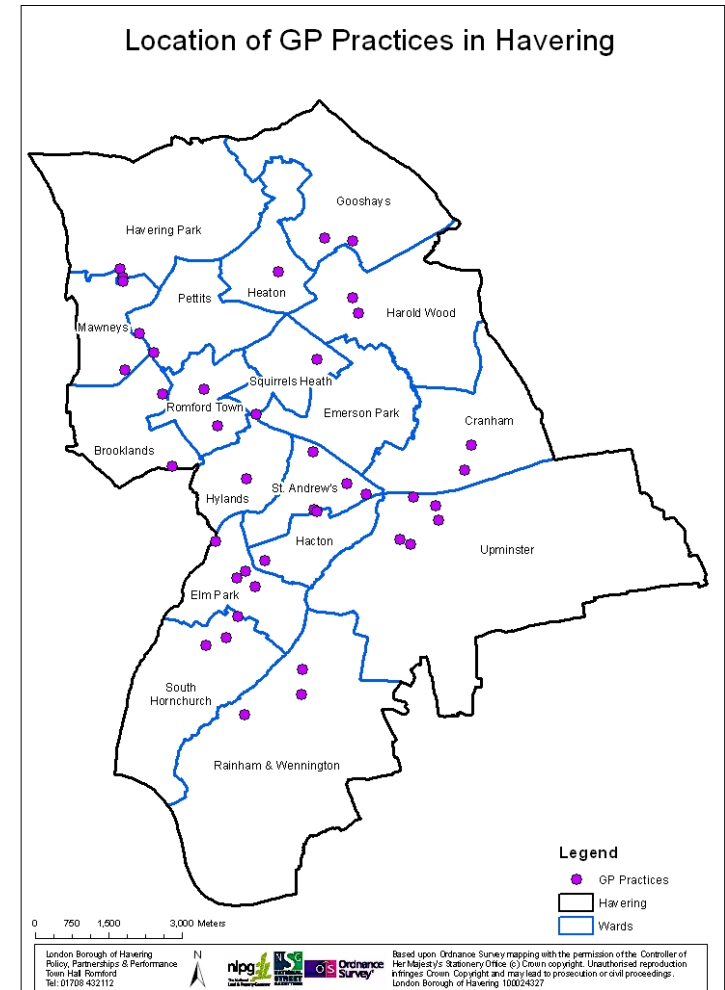
There are two major hospitals in Havering; Queen's hospital, which is in Romford, and King George's hospital which is in Goodmayes. Both are operated by Barking, Havering and Redbridge University Hospitals NHS Trust.

Polysystems and Polyclinics

A polysystem is a network of health and social care partners who provide and commission healthcare services for a population of between 50 and 80 thousand people. There are three polysystems in Havering; South Havering, North East Havering and North West Havering.

Each polysystem is supported by a primary care led polyclinic, which is known as the "hub" of the polysystem. Each hub is supported by "spokes", which are GP practices. Spokes can be either tier 1, tier 2 or tier 3, with the tier number indicating what services are available at that location, what hours they are open etc. For example, tier 1 spokes provide walk in GP services among other services and are open at least 12 hours a day 7 days a week, whereas tier 2 spokes do not have walk in GP services but are open at least 12 hours a day 7 days a week. Havering polysystems and service delivery locations can be seen on the below map.

The health needs of people living within each polysystem are likely to differ, depending on the demographics, risk factors and disease prevalence for the people within that polysystem. Therefore the services available within each polysystem are shaped to meet the needs of those within that area of Havering.



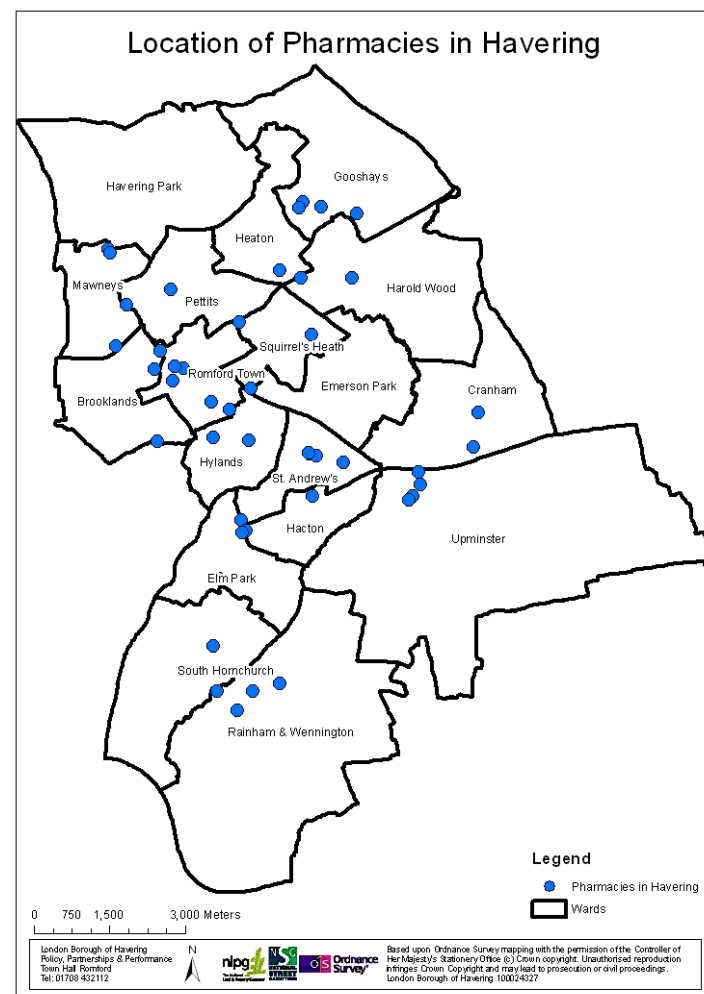
A brief summary of some of the key demographics and health needs of those living in each polysystem within Havering can be found below. For a more detailed account of the needs of those in different polysystems in Havering, and more details about the plans for polysystems, please see the 2010 Director of Public Health's Annual Report for Havering, available on NHS Havering's website¹.

Summary of the Health Needs and Demographics of Those in North East Havering Polysystem (Harold Wood Polyclinic)

- On average, the most deprived polysystem
- Most ethnically diverse out of the three polysystems
- Moderate rates of coronary heart disease, diabetes, dementia and stroke when compared with the other polysystem areas
- Physical activity levels are generally low, as is also the case in the other polysystem areas
- Within this polysystem, Gooshays has the highest percentage of both children and older people aged 65+ living in poverty
- Life expectancy similar in all three polysystem areas, but within this polysystem men are expected to die younger in Heaton ward and women are expected to die younger in Gooshays ward
- Gooshays ward, which is in this polysystem has one in three (33%) of residents living in one of most deprived small areas (Super Output Areas (SOAs) in England
- Within this polysystem, Gooshays and Heaton wards have the highest percentage of both men and women who smoke, whilst Squirrel's Heath ward has the least for men and Emerson Park has the least for women

Summary of the Health Needs and Demographics of Those in South Havering Polysystem (St George's Hospital and Polyclinic)

- Least ethnically diverse out of the three polysystems
- Life expectancy similar in all three polysystem area, but men and women both expected to die earlier in South Hornchurch ward than the other wards in this polysystem
- On average, the least deprived polysystem area
- 11.9% of residents live in one of most deprived small areas (Super Output Areas (SOAs) in England
- Higher rate of diabetes than in the other two polysystems



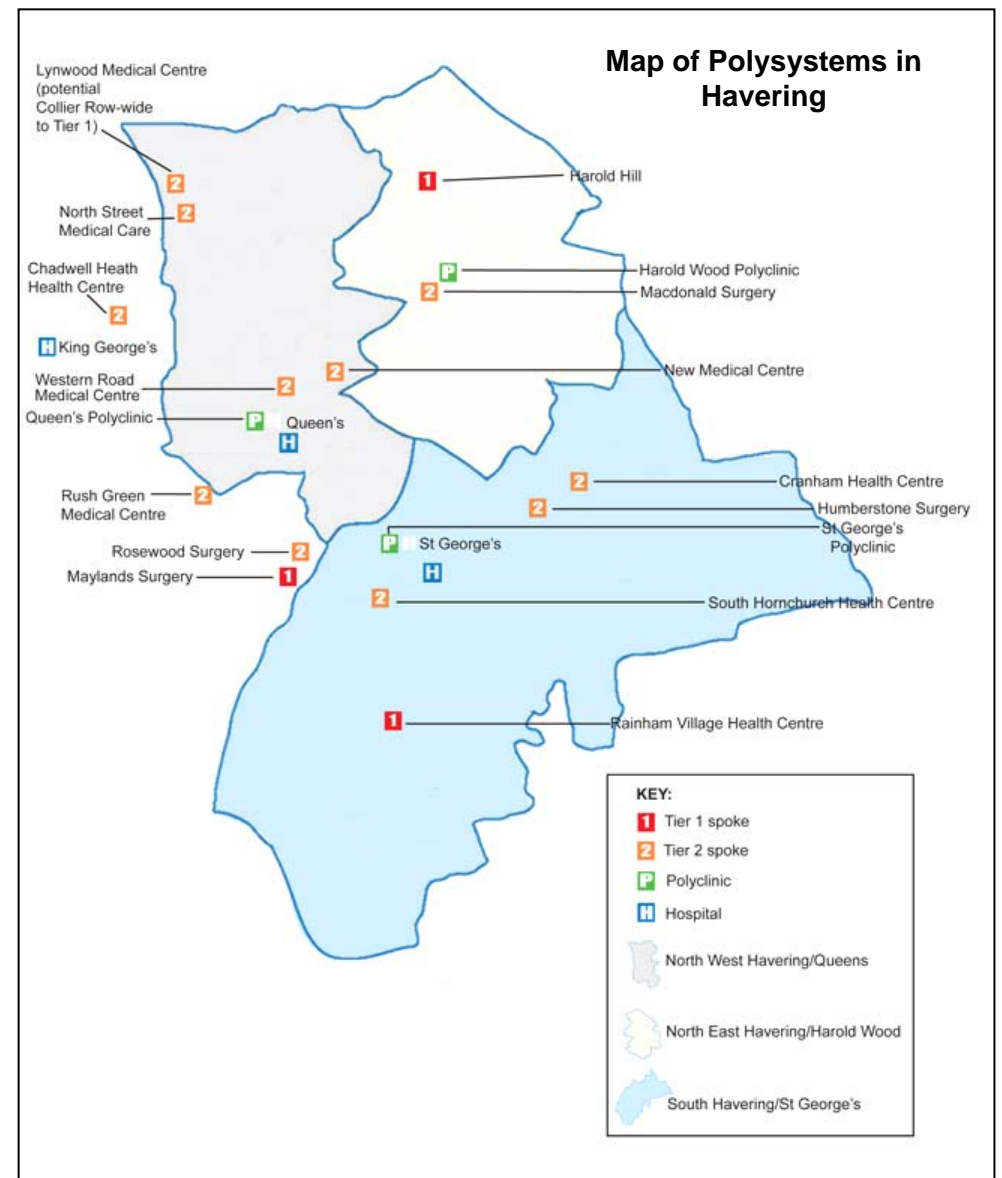
¹ Director of Public Health's Annual Report, Havering Primary Care Trust and the London Borough of Havering, 2010

Map of Havering's Polysystems

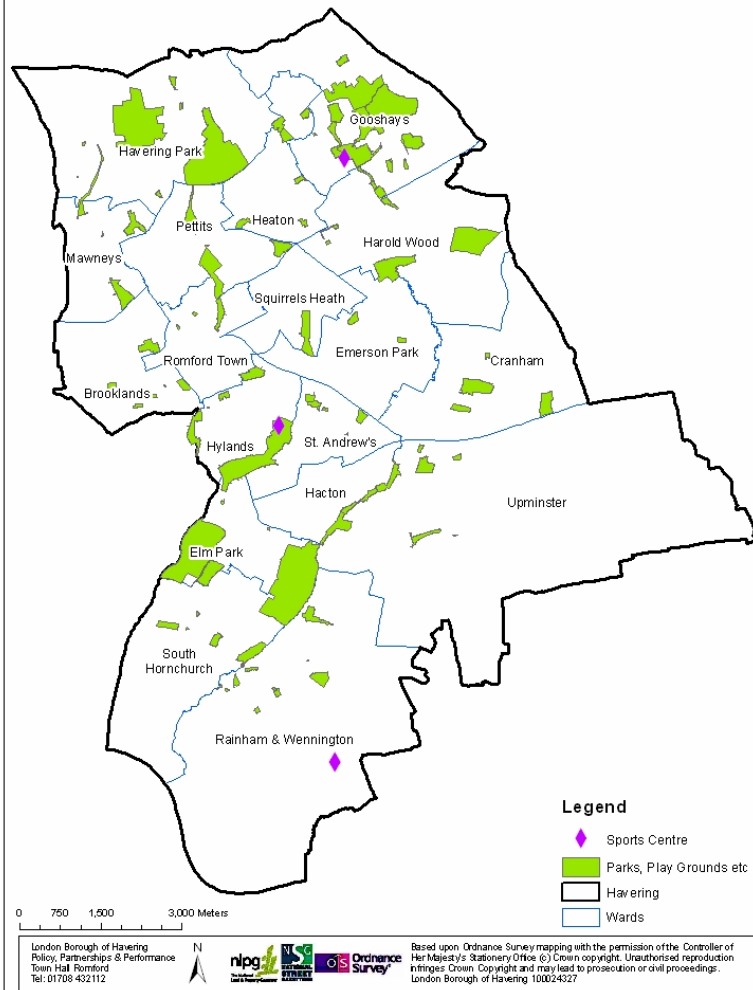
- Within this polysystem, Rainham & Wennington has the highest percentage of children living in poverty
- Within this polysystem, Elm Park has the highest percentage of people aged 65+ living in poverty
- Within this polysystem, South Hornchurch has the highest percentage of both men and women who smoke, whilst Cranham has the least
- Physical activity levels are generally low, as is also the case in the other polysystems

Summary of the Health Needs of those in North/West Havering Polysystem (Queen's Polyclinic)

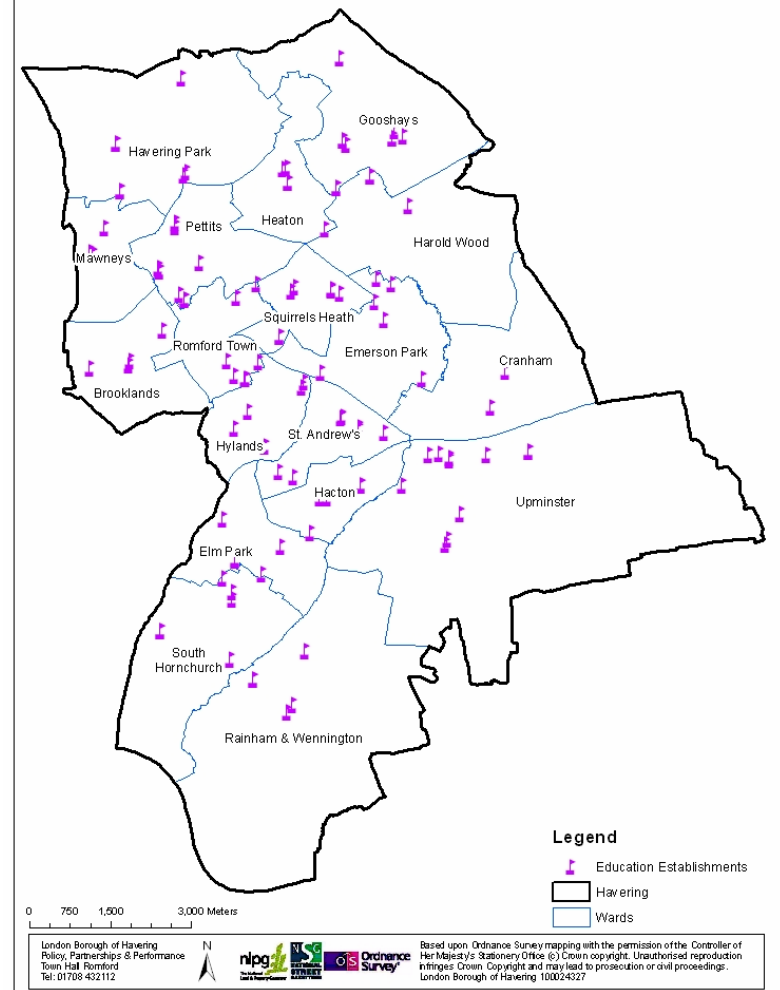
- Life expectancy similar in all three polysystem areas, but men are expected to die younger in Brooklands ward than in the other wards in this polysystem
- North West Havering is, on average, less deprived than North East Havering, but more deprived than the South Havering polysystem area
- In Romford Town 11.3% of residents live in one of most deprived small areas (Super Output Areas (SOAs) in England
- North West Havering has slightly higher rates of coronary heart disease and stroke compared with the other polysystem areas
- Within this polysystem, Brooklands ward has the highest percentage of both children and older people aged 65+ living in poverty
- Within this polysystem, Mawneys ward has the highest percentage of both men and women who smoke, whilst Hylands has the least for men and Pettits has the least for women
- Physical activity levels are generally low, as is also the case in the other polysystems



Location of Parks and Sports Centres in Havering



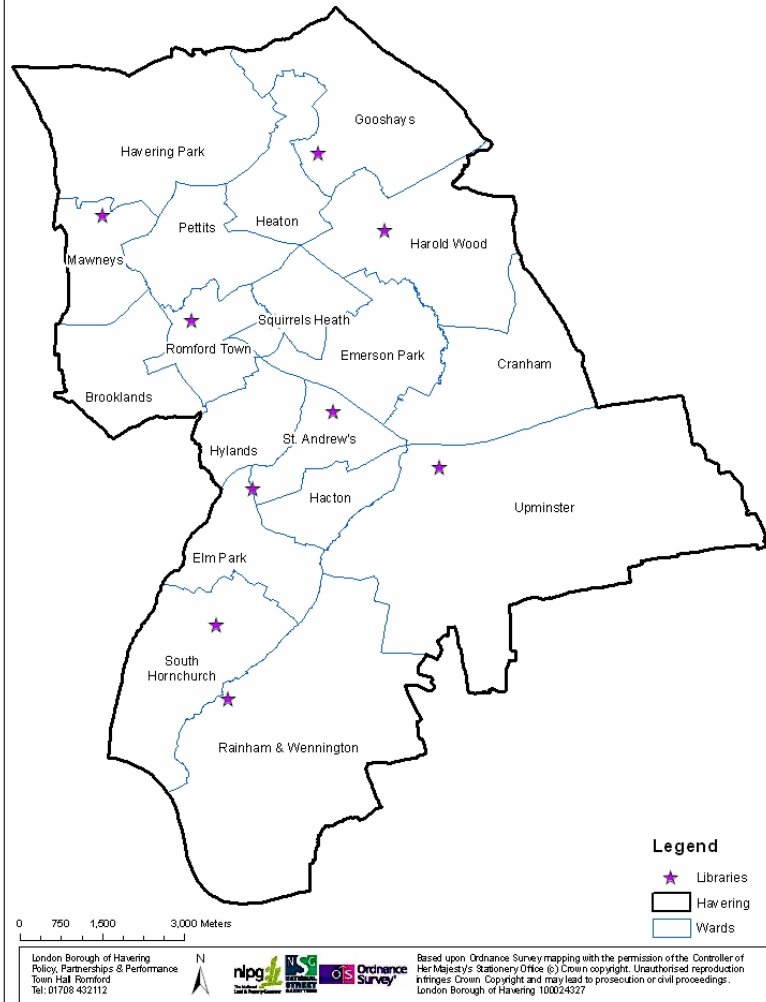
Location of Education Establishments in Havering



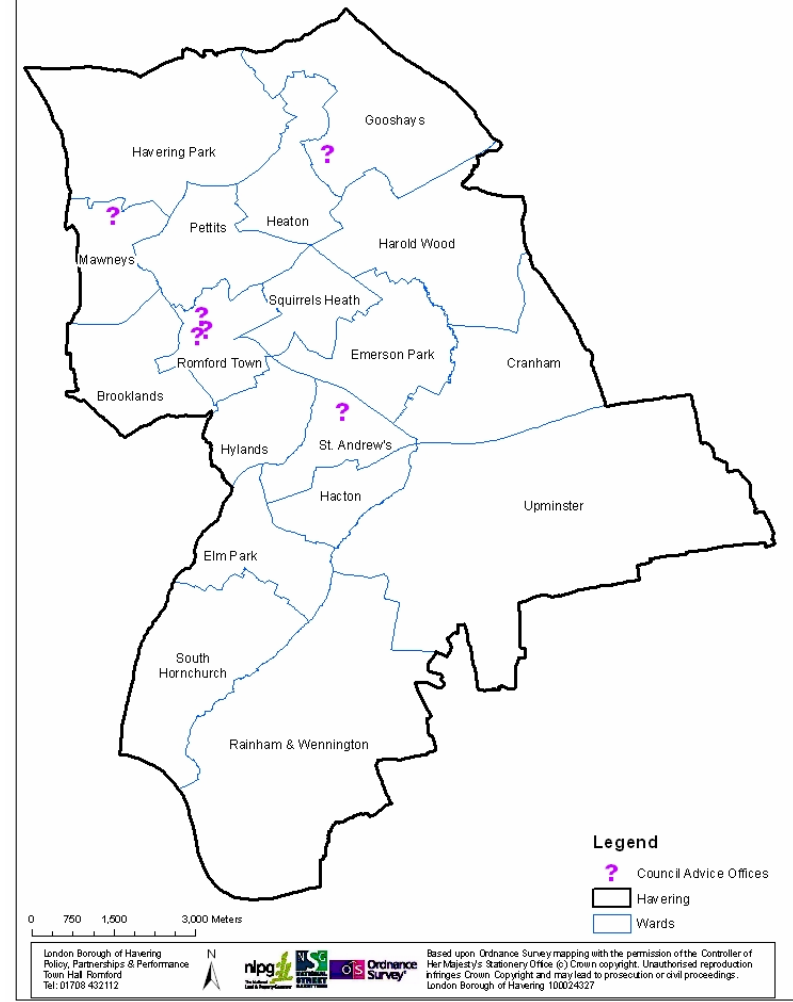
There are:

- More than 101 parks, playgrounds and green spaces in Havering
- 3 Council run sports centres in Havering
- 110 educational establishments in Havering (including primary schools, secondary schools, colleges, independent schools and pupil referral centres)

Location of Libraries in Havering



Location of Council Advice Offices in Havering



There are:

- 9 libraries in Havering
- 6 Council advice centres in Havering

Satisfaction with GPs and Public Services

Information from the GP patient survey 2009/10² suggests that people in Havering are more satisfied with the care received at their GP practice than the London average, but less satisfied than the England average.

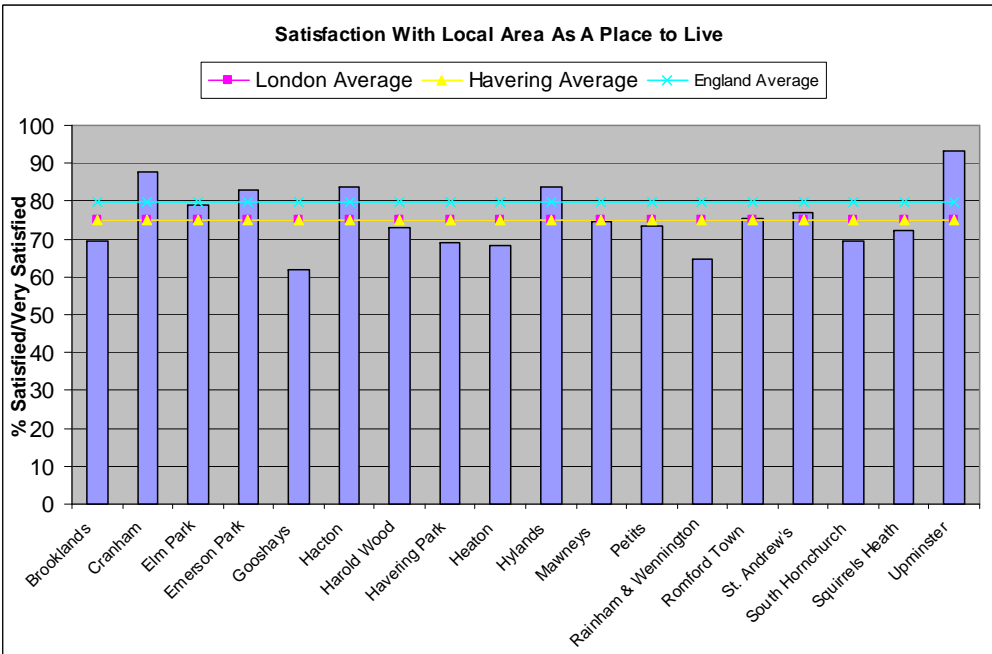
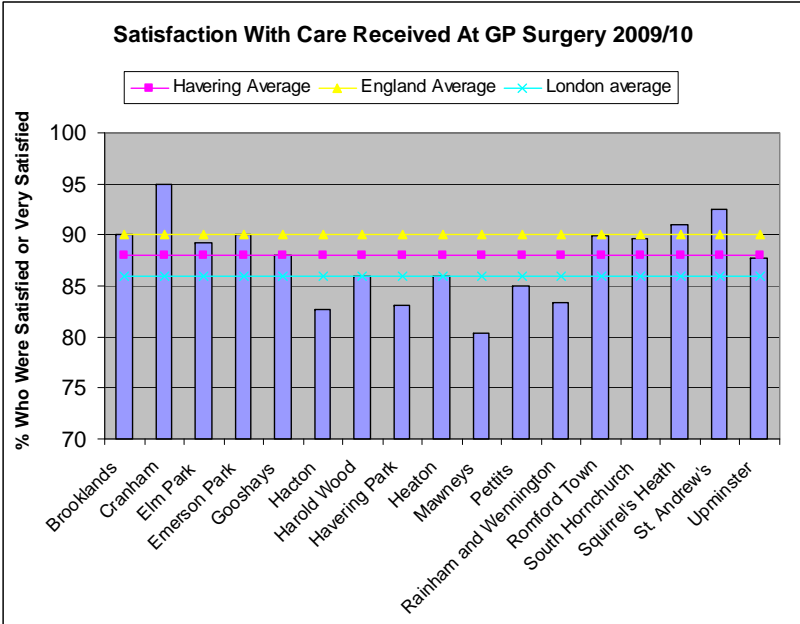
However, there are variations across Havering in levels of satisfaction, which range from 72% satisfied to 95% satisfied for individual GP surgeries.

When the average satisfaction is looked at by ward, those in Cranham and St Andrew's are the most satisfied with their GP, with those in Mawneys, Hacton, Havering Park and Rainham and Wennington being least satisfied.

Satisfaction with Local Area and Local Public Services

A wide range of services have an impact on the health and well being of local communities. For example, provision of safe, clean and accessible open spaces may influence how much outdoor exercise local people take, which in turn may impact on levels of obesity. Data on the satisfaction of people and what they think is important may provide useful evidence about how to improve the experiences of local people, and in turn improve their health.

Information from the 2008/09 Place Survey³ (England and London results) and the 2009/10 Havering Tracker Survey⁴ show that in Havering, people are less satisfied with their local area as a place to live than is the case nationally, although levels of satisfaction are similar to the London average.



² The GP Patient Survey, Department of Health, 2010
³ Place Survey, Communities and Local Government, 2009
⁴ Place Survey Tracker, The London Borough of Havering, 2010

Satisfaction with the local area as a place to live is highest in Upminster and lowest in Rainham and Wennington and Gooshays. Although there does not appear to be a direct relationship between deprivation and satisfaction, the two most affluent wards (Cranham and Upminster) are also the most satisfied with their local area, whereas the lowest level of satisfaction is in Gooshays, which is the most deprived ward.

People in Havering state that the most important three factors in making somewhere to live are the level of crime, clean streets and health services. These three factors are also rated as being of high importance nationally.

Race relations, community activities and the level of pollution were rated by local people as the least important factors in making somewhere a good place to live. These were also ranked as being of low importance nationally.

Havering residents rated road and pavement repairs, activities for teenagers and the level of traffic congestion as the three things that most need improving in Havering. Race relations, access to nature and education provision were rated as the factors that least need improving.

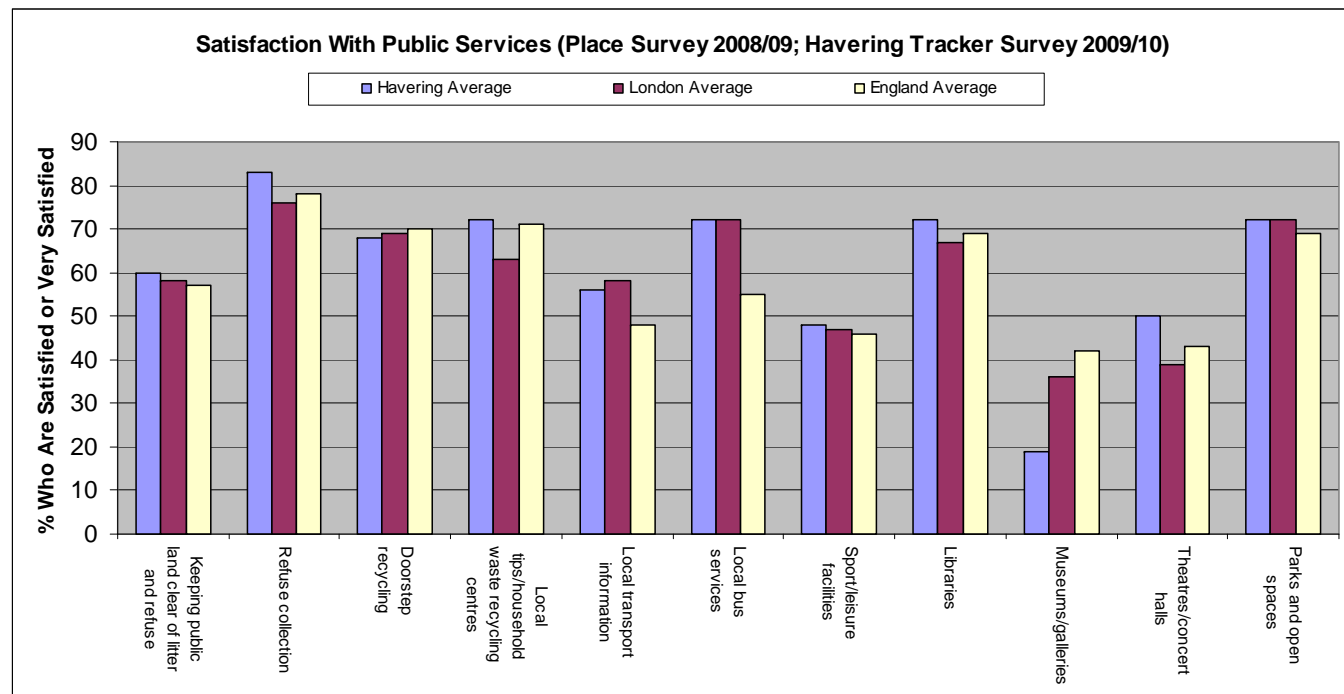
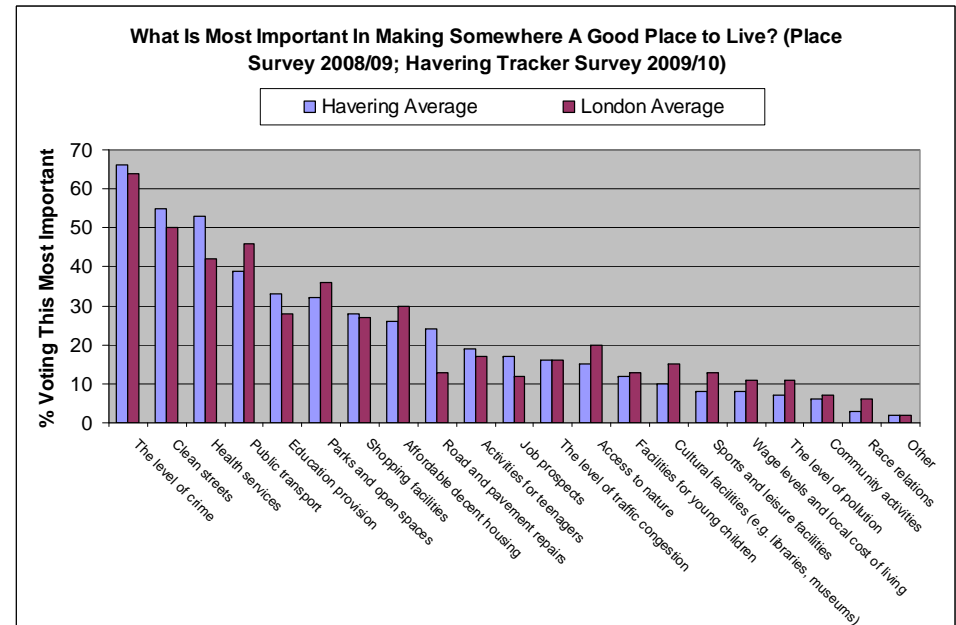
Refuse collection and libraries are the public services that

people are most satisfied with in Havering, with museums and galleries being the service that Havering residents are least satisfied with.

Visiting A Doctor⁵

Of those surveyed, people in Havering Park were most likely to have visited a doctor in the last three months, with 68% having visited a GP in that time. This was followed by those in Emerson Park (63% had visited a GP) and

⁵ The GP Patient Survey, Department of Health, 2010



Hacton (60% had visited a GP). Residents of Pettits were least likely to have visited a GP in this time period (50% had visited).

The average percentage of people who had visited a GP in the last 3 months in Havering (57%) is similar to the England and London averages.

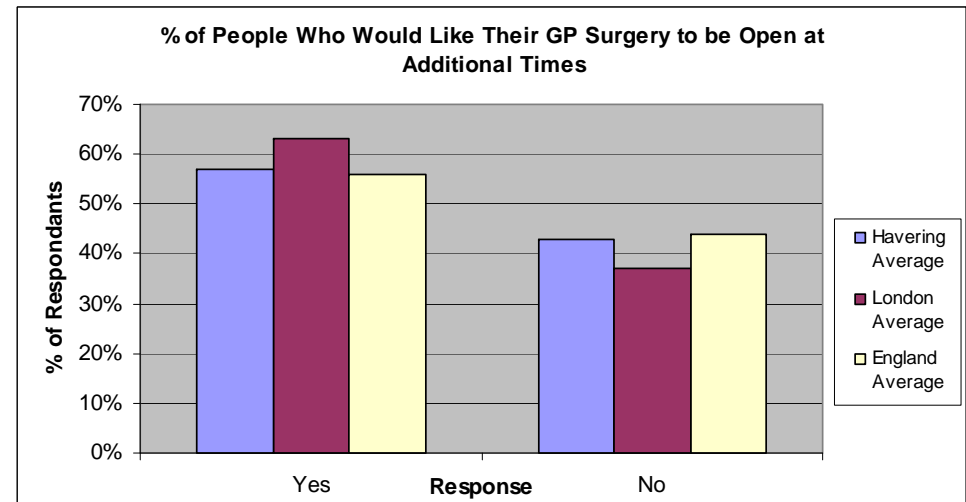
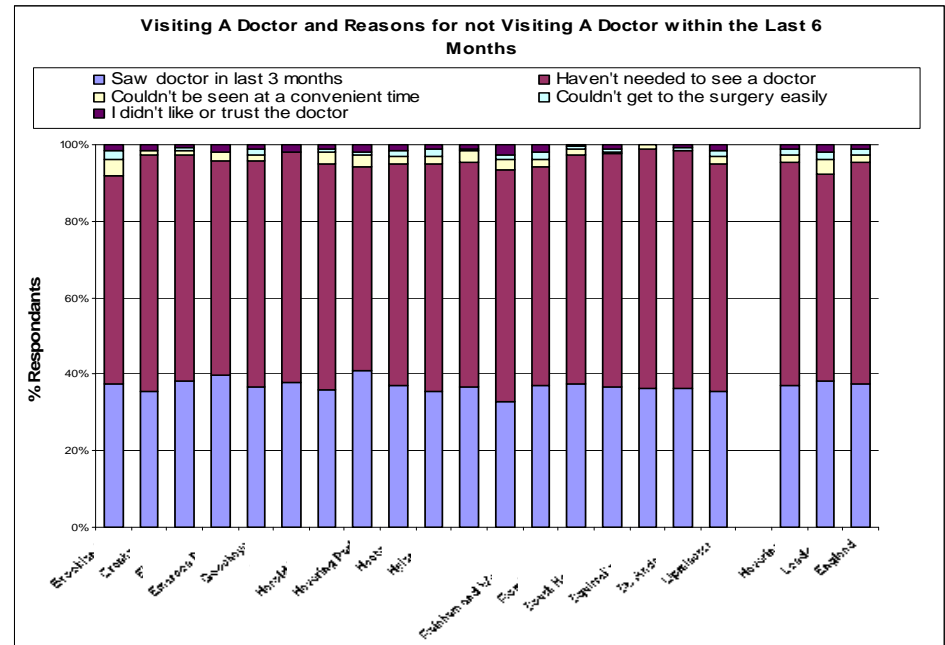
Of those who hadn't seen a doctor in the last three months, the main reason for this was not needing to see a doctor (90%). However, small percentages of people had not visited the doctor as they could not be seen at a convenient time (3%), could not get to the surgery easily (2%) or did not like or trust their doctor (2%). These are in line with national figures.

When looking at individual wards, those in Brooklands were most likely not to have visited the doctor as they could not be seen at a convenient time (6% of people in Brooklands stated this) or could not get to the surgery easily (4%). Those in Pettits were most likely not to have visited the doctor as they did not like or trust the doctor (4% stated this).

Out of Hours Health Services⁶

Those in Emerson Park, Rainham and Wennington and Mawneys were most likely to have tried to reach out of hours health services and those in Harold Wood least likely. Of those that had tried to reach the service, 80% found it easy or very easy to do so by telephone, which is above the London average of 69% and similar to the England average of 79%.

Those in Hylands and Mawneys were most likely to know how to contact out of hours health services, with those in Pettits and Havering Park least likely to know how to.



⁶ The GP Patient Survey, Department of Health, 2010

Access to A GP⁷

Just over half of Havering residents would like their GP surgery to be open at additional times. Saturdays were the preferred additional opening time for Havering residents.

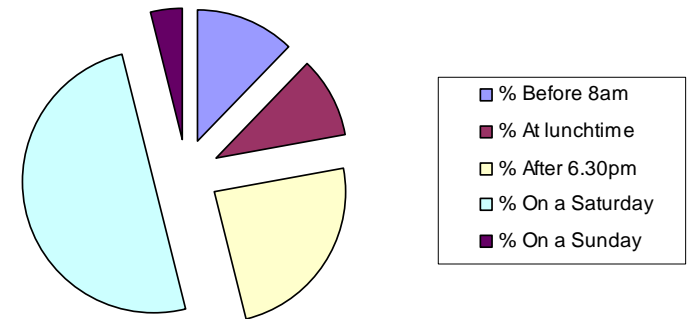
Booking appointments to see a GP by telephone is the most common method in Havering, with making appointments in person being the second most common method. When residents were asked how they would *prefer* to book appointments, telephone followed by in person were the most popular options. However a significant proportion of people (18%) would like to book appointments online. Currently very few people in Havering book their GP appointments online, so extending opportunities to book online GP appointments may help improve access to services.

Havering was in line with the England average for ease of getting through to a GP surgery on the telephone or being able to see a preferred doctor. More people in Havering reported that they were able to book ahead for an appointment with a doctor than was the case nationally.

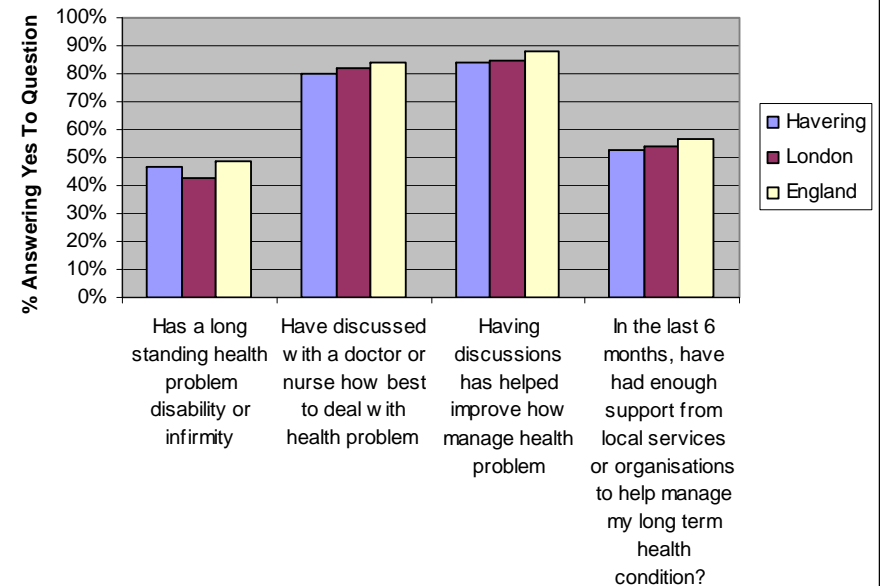
Satisfaction with Care Planning⁸

Havering residents were slightly less likely to have discussed with a doctor or nurse how to deal with their health problem than was the case nationally. Havering residents were also slightly less likely to report that they had received enough support from local organisations in managing their long term condition or that having discussions have helped them to improve how they manage their health problem. More than 40% of Havering residents stated that they have a long standing health problem or disability, which is slightly below the national figure.

Additional Times People in Havering Would Like Their GP Surgery To Be Open



Satisfaction with Care Planning 2009/10 GP Patient Survey



⁷ The GP Patient Survey, Department of Health, 2010

⁸ The GP Patient Survey, Department of Health, 2010

Views of Care Users⁹

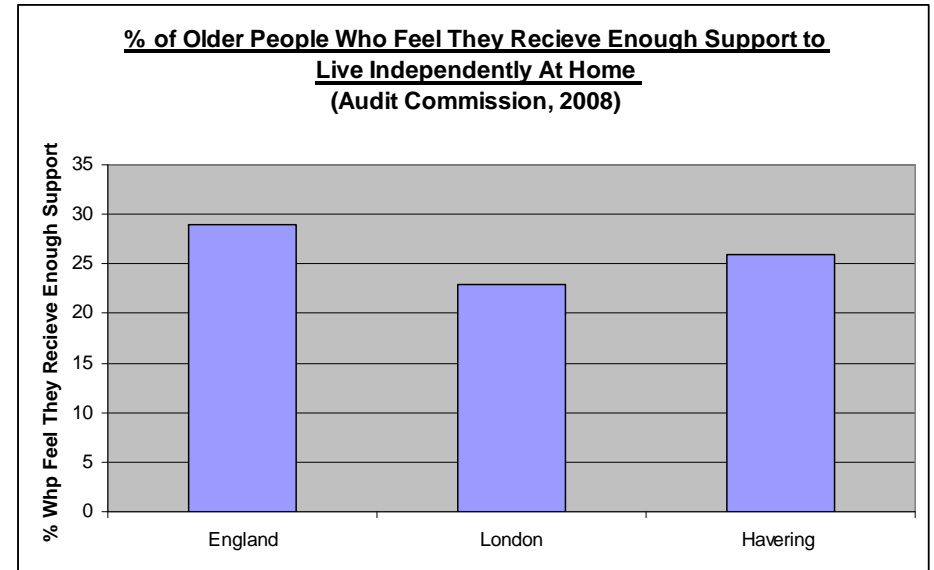
A 2010 survey of care service users in Havering suggests that home carers and personal assistants were the most common type of care service used in Havering, alongside day activities. When services users were asked about the kind of services they wanted, they would like further opportunities to socialise and meet new people. Although this survey did not specifically look at older care users, it may be considered relevant as such a large proportion of care users are older people.

The majority of care users (69%) said they would not change their care package if they had a personal budget. However this may be partly due to poor awareness of alternatives - over half of the people in Havering who are actually current personal care budget/direct payment customers have in fact changed their care package.

Care users also reported that they would use personal budgets for personal assistants and home help (such as cleaning and cooking). There was also some demand for holiday and leisure services, but the demand for personal assistants in Havering was higher than national averages and than averages in similar local authorities.

When choosing a service, personalisation emerges as an important factor, with the most important areas stated being “staff knowing you personally” and the professional training of staff. Information on available services and their costs was seen as the most important type of support that care users need in order to make changes in their lives and to make use of personal budgets. Older customers felt the least confident about managing personal budgets.

When a survey of older people in general in Havering was undertaken, road and pavement repairs, level of crime, clean streets, health services and activities for teenagers were identified as the issues most of concern to most older people¹⁰.



⁹ Adult Social Care Personalisation Market Intelligence Survey, Demos and the University of Lancaster, 2010

¹⁰ Place Survey Tracker, The London Borough of Havering, 2010