

# Merton Council Healthier Communities and Older People Overview and Scrutiny Panel



Date: 7 February 2017

Time: 7.15 pm

Venue: Committee rooms C, D & E - Merton Civic Centre, London Road, Morden  
SM4 5DX

## AGENDA

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8 Changes to the Wilson walk-in centre 1 - 20

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**This is a public meeting – members of the public are very welcome to attend.  
The meeting room will be open to members of the public from 7.00 p.m.**

For more information about the work of this and other overview and scrutiny panels, please telephone 020 8545 3390 or e-mail [scrutiny@merton.gov.uk](mailto:scrutiny@merton.gov.uk). Alternatively, visit [www.merton.gov.uk/scrutiny](http://www.merton.gov.uk/scrutiny)

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## Healthier Communities and Older People Overview and Scrutiny Panel membership

### Councillors:

Peter McCabe (Chair)  
Brian Lewis-Lavender (Vice-Chair)  
Laxmi Attawar  
Mary Curtin  
Suzanne Grocott  
Sally Kenny  
Abdul Latif  
Marsie Skeete

### Substitute Members:

Stephen Crowe  
Najeeb Latif  
Ian Munn BSc, MRTPI(Rtd)  
Gregory Patrick Udeh

### Co-opted Representatives

Saleem Sheikh (Co-opted member, non-voting)

### Note on declarations of interest

Members are advised to declare any Disclosable Pecuniary Interest in any matter to be considered at the meeting. If a pecuniary interest is declared they should withdraw from the meeting room during the whole of the consideration of that matter and must not participate in any vote on that matter. If members consider they should not participate because of a non-pecuniary interest which may give rise to a perception of bias, they should declare this, withdraw and not participate in consideration of the item. For further advice please speak with the Assistant Director of Corporate Governance.

### What is Overview and Scrutiny?

Overview and Scrutiny describes the way Merton's scrutiny councillors hold the Council's Executive (the Cabinet) to account to make sure that they take the right decisions for the Borough. Scrutiny panels also carry out reviews of Council services or issues to identify ways the Council can improve or develop new policy to meet the needs of local people. From May 2008, the Overview & Scrutiny Commission and Panels have been restructured and the Panels renamed to reflect the Local Area Agreement strategic themes.

Scrutiny's work falls into four broad areas:

- ⇒ **Call-in:** If three (non-executive) councillors feel that a decision made by the Cabinet is inappropriate they can 'call the decision in' after it has been made to prevent the decision taking immediate effect. They can then interview the Cabinet Member or Council Officers and make recommendations to the decision-maker suggesting improvements.
- ⇒ **Policy Reviews:** The panels carry out detailed, evidence-based assessments of Council services or issues that affect the lives of local people. At the end of the review the panels issue a report setting out their findings and recommendations for improvement and present it to Cabinet and other partner agencies. During the reviews, panels will gather information, evidence and opinions from Council officers, external bodies and organisations and members of the public to help them understand the key issues relating to the review topic.
- ⇒ **One-Off Reviews:** Panels often want to have a quick, one-off review of a topic and will ask Council officers to come and speak to them about a particular service or issue before making recommendations to the Cabinet.
- ⇒ **Scrutiny of Council Documents:** Panels also examine key Council documents, such as the budget, the Business Plan and the Best Value Performance Plan.

Scrutiny panels need the help of local people, partners and community groups to make sure that Merton delivers effective services. If you think there is something that scrutiny should look at, or have views on current reviews being carried out by scrutiny, let us know.

For more information, please contact the Scrutiny Team on 020 8545 3390 or by e-mail on [scrutiny@merton.gov.uk](mailto:scrutiny@merton.gov.uk). Alternatively, visit [www.merton.gov.uk/scrutiny](http://www.merton.gov.uk/scrutiny)

# NHS Merton CCG

## THE FUTURE OF SERVICES ON THE WILSON SITE

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Dr Andrew Murray

31 January 2017

Agenda Item 8



right care  
right place  
right time  
right outcome

# Agenda

1. Closure of the Wilson GP Practice
2. Closure of the Wilson Walk-in Centre and Improved access to Primary Care in Mitcham
3. Future Plans for the Wilson Site

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The Future Of Services On The Wilson Site  
31 January 2017

# Why must we close the GP Practice?

- The fixed-term contract to run the GP service ends on 31 March 2017. It has already been extended 3 times and cannot be extended further without re-procurement.
- Planning consent of the temporary premises expires on 1<sup>st</sup> May 2017.
- NHS Property Services are unable to provide any alternative accommodation.

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# How the decision was made

- Discussion with NHS England on approach – following a well established national process.
- 3 options were considered (extend, re-procure, disperse).
- Practices within 1.5 miles confirmed collectively there was sufficient capacity in Merton to absorb the full list size.
- Package of support agreed to GPs to assist in transfer.



# How many patients affected?

Age Sex Breakdown	Male	Female	Total
Age Group 0-4	241	235	476
Age Group 5-14	379	370	749
Age Group 15-44	1572	1510	3082
Age Group 45-64	641	567	1208
Age Group 65-74	119	109	228
Age Group 75-84	34	65	99
Age Group 85 And Over	18	16	34
<b>Total</b>	<b>3004</b>	<b>2872</b>	<b>5876</b>

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# Support Available

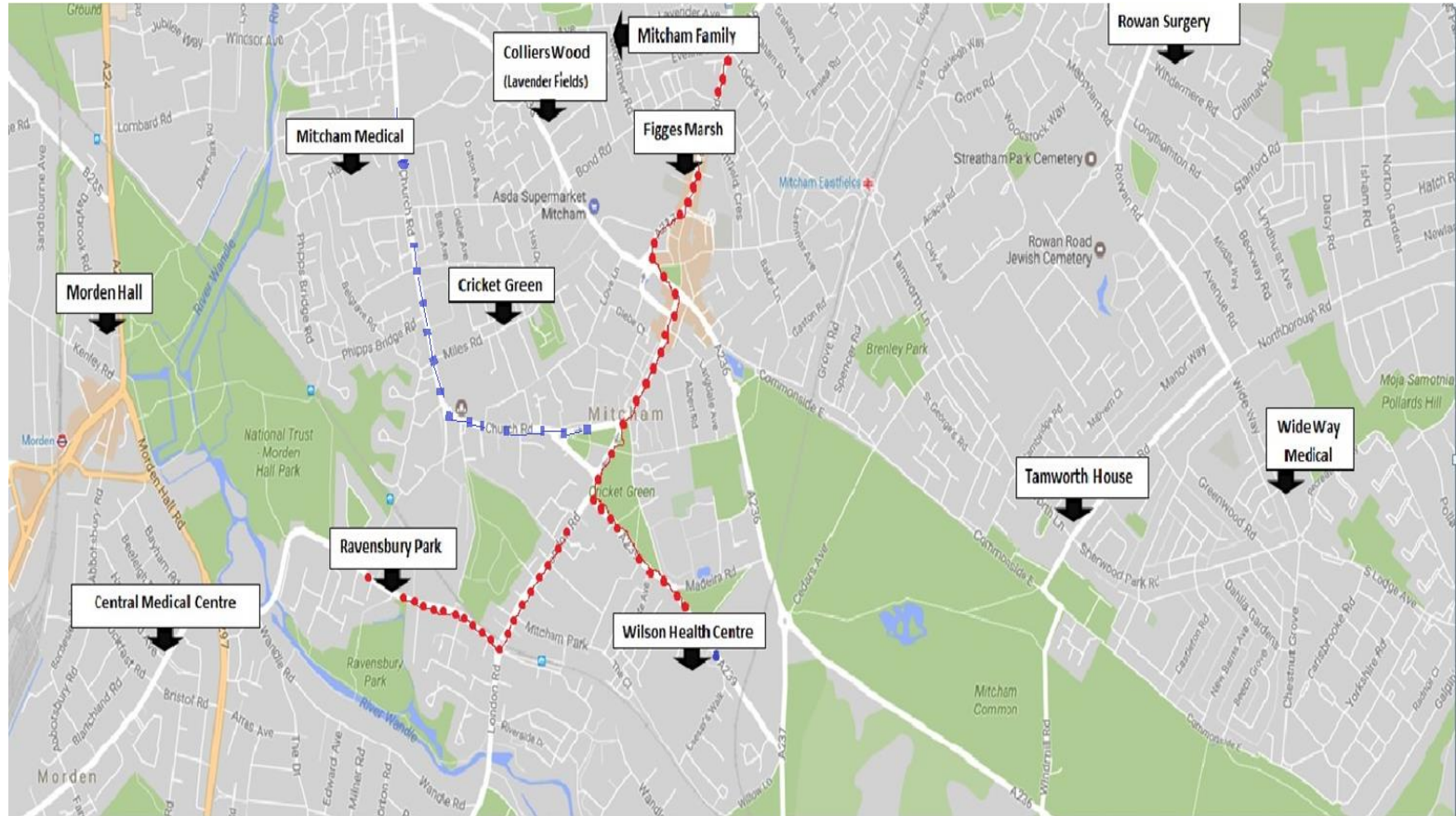
- Patient letters and drop-in sessions – advice leaflets, maps, local transport details, catchment area information available for other Merton practices.
- Dedicated telephone and email address for questions.
- Highly vulnerable patients identified, supported, ‘tracked’.
- Dr Karen Worthington, Clinical Director – Primary Care providing clinical support and oversight.





# Local Practices

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# Any questions on why the GP Practice is closing and what help is available to registered patients?



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# Why close the walk-in centre?

- The Wilson Walk-in Centre **does not meet the latest Standards** for Urgent Care Centres (which apply to all services previously known as Walk-in-Centres, Minor Injury Units and GP-led health centres).
- Planning permission for the temporary accommodation housing the Walk-in Centre has expired.
- Having previously been extended, the service contract to deliver the walk-in centre expires on 31 March 2017.
- The site needs to be vacated as identified as future East Merton Health and Wellbeing Centre location.



# Urgent Care Centre Criteria

National Urgent and Emergency Care Review (UECR) requires Urgent Care Centres:

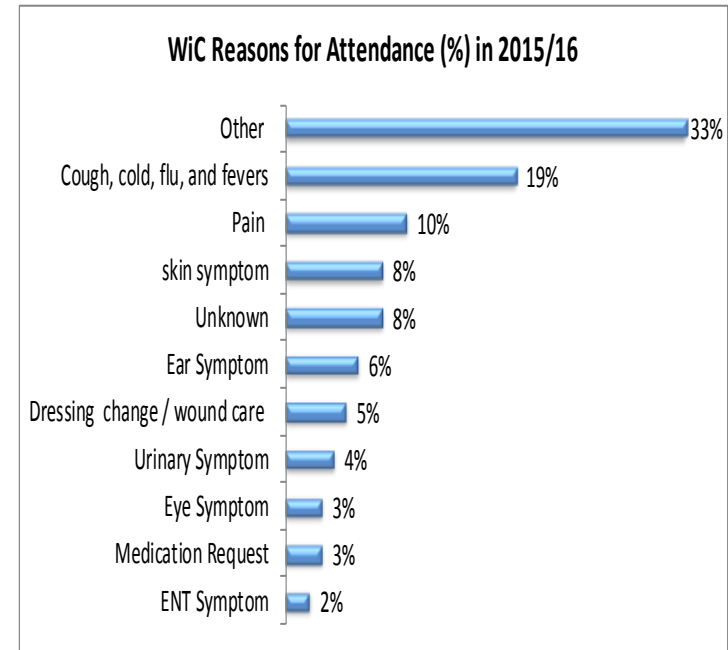
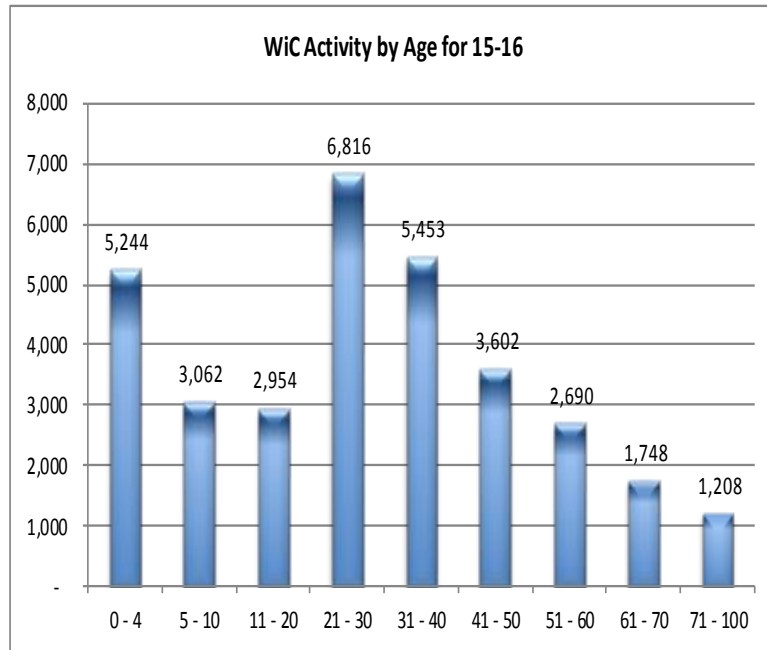
- Be open and staffed consistently for at least 16 hours per day.
- Where appropriate, co-located with emergency centres on hospital sites.
- Have access to X-Ray and blood tests.



# Who uses the walk-in centre and why

In-depth analysis of patients who attend the Walk-in Centre has been conducted:

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# What we have heard

Merton Healthwatch report September 2014:

- More sites with extended GP opening
- Two out of hours bases
- Better use of technology

Patient feedback (including “community conversations”)

- Can't get through on the phone
- Can't get appointments



# What we are doing

- By developing an approved proposal we have accessed significant extra investment into GP access for Merton.
- Aligned with Wandsworth.
- 2 Primary Care Centres (hubs) 6.30pm-8pm, with 8am-8pm Sat, and one on Sun 8-8.
- More appointments and priority for children 0-5years.
- Funds to improve GP access for all patients (including telephone answering and support for patients with communication difficulties).
- Integrated with existing 24/7 111 and out of hours GP services.



# Any questions on the walk-in closure and what will be available from April?





# East Merton Model of Health and Wellbeing

- **Autumn 2014** - Merton residents asked to indicate preferred site for a new facility in Mitcham. Wilson site preferred.
- **January 2015** - Merton CCG confirms Wilson Hospital as chosen site.
- **Summer 2015** - Economic case prepared and submitted to NHS England.
- **Nov- Dec 2015** - local engagement begins on model of care. Model of care becomes Model of Health and Wellbeing.
- **March 2016** - CCG and council organise visit (including local Council Members & MP) to see Bromley-by-Bow Centre.
- **Summer 2016** - Local conversations to shape the Model.

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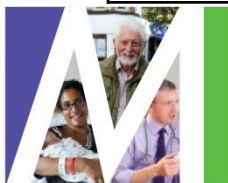


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# Wilson redevelopment – Next steps:

Finalise Service Model	March 2017
Develop communications plan	April 2017
Develop Community component financial model	June 2017
Work up community campus building plans & financial case	December 2017
Sign off on plans and start on site	March 2018
Building work finished	December 2019
Building operational (doors open to public)	June 2020

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# Community at the heart of the development

To date, we have had:

- ‘Community conversation’ engagement events (Aug-Sep 2016)
- Merton Voluntary Services Council
- Provider and Stakeholder Workshop (Dec 2016)
- Community ideas for the community component

Future events will include:

- On-going ‘conversations’ including use of online/social media
- Extensive input of community & voluntary groups
- Establish a community board /‘shareholder’ group approach for the community component



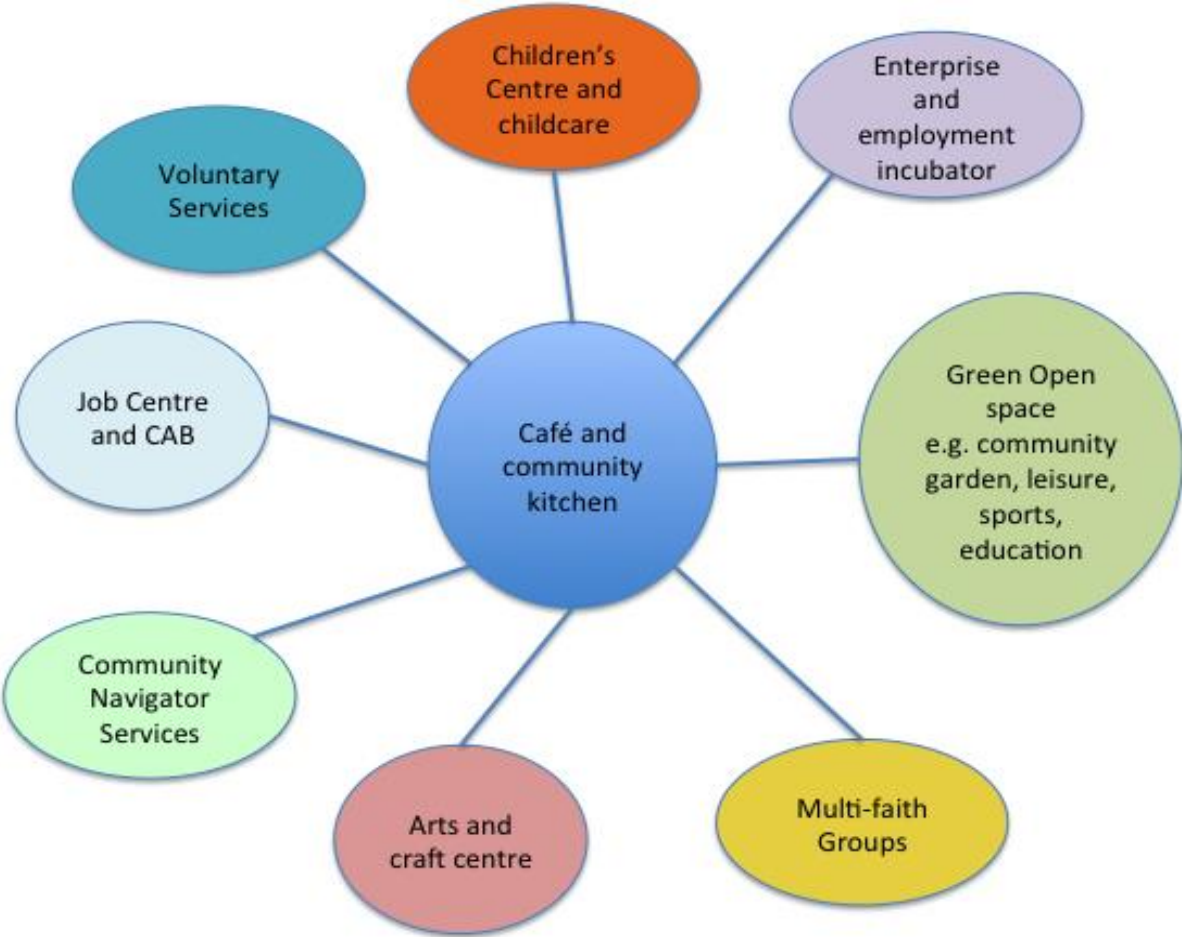
# Health & Wellbeing services

Primary Care services	Rehabilitation services
Diagnostic services	Community resource hub
Rapid assessment & investigation	Community café
Community therapies	Consultation & treatment areas
Adult mental health services	Pharmacy
Children’s physical & mental health	Community transport

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# Community Component



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# Questions?

