

Access to services at the Junction Health Centre are changing

December 2018

Wandsworth Clinical Commissioning Group



Our approach to patient and public engagement

This approach is based on our belief that the proposals to move to a fully bookable appointment system on the site and ceasing to offer a walk-in service does not result in a substantial variation.

This engagement process is planned to run from January 2019- Mid March 2019 and includes the suggested following activities:

- Test draft communications and engagement plan with key stakeholders including:
 - OSC Chair
 - Healthwatch
 - CCG engagement groups (Thinking Partners and PPIRG)
- Undertake Equalities Analysis to inform engagement approach
- Finalise communications and engagement plan, following feedback
- Brief key stakeholders ahead of launching our engagement process
- Proactively engage with groups most likely to be impacted by changes – through focus groups, online survey, engagement documents and drop-in sessions at the walk-in centre (supported by Healthwatch)
- Promote opportunities to get involved to the wider community through our website, social media, posters and engagement documents in key locations throughout the borough

We plan to undertake mid-point review during engagement period to assess our reach and update plans and approach as needed

Start well, live well, age well

Wandsworth Clinical Commissioning Group



What we will be engaging on

Engagement will focus on seeking people's views on:

- The benefits and challenges of the options under consideration
- Helping us to consider mitigating actions against any challenges
- How we could increase potential benefits
- How we could raise awareness of alternative local services and where to promote these to have the greatest impact
- The best channels for communication with local people and those currently using the walk-in centre on the proposed and final decision
- Understanding barriers to registering with a local GP and what support could be put in place to make the process easier

Start well, live well, age well

Wandsworth Clinical Commissioning Group



Who we will engage with

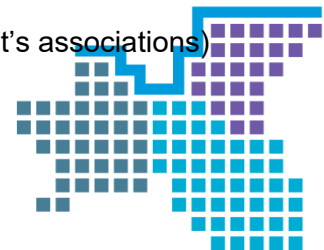
Our engagement activities will be targeted on reaching out to those groups most impacted by our proposed changes. We are in the process of undertaking an Equalities Analysis which will further inform our engagement activities.

- Patients registered at the Junction Health Centre GP practice
- Groups who are high users of the walk-in centre, including:
 - working age adults
 - people registered at practices within the Battersea locality
 - LGBT groups
 - parents of young children
 - homeless individuals
- Unregistered residents of Wandsworth, South London and Surrey who are using the walk-in centre

We will also be briefing key stakeholders including:

- The Junction Health Centre staff
- Overview and Scrutiny Committee
- GP federation, local Medical Committee (LMC), local GPs and SELDOC (out of hours GP service) and practice staff (including primary care in other boroughs)
- Local councillors and MP
- Healthwatch
- Patient Participation Groups and Wandsworth Locality Patient Groups
- Local voluntary and community groups (including church and faith groups, carers, and tenants and resident's associations)
- Campaign groups
- Local authority colleagues

Wandsworth Clinical Commissioning Group



How feedback will influence our decision making

- Feedback from all engagement channels will be reported and logged
- Once the engagement process is finished, a report will be produced outlining recommendations and key themes
- Report to inform final decision making by CCG
- Report to be published on CCG website and be shared with partners and those we spoke to

