



Shoreditch Park and City Primary Care Network

Shoreditch Park Surgery, Southgate/Whiston Road Surgery, De Beauvoir Surgery,
The Hoxton Surgery, The Lawson Practice, The Neaman Practice (City)

- What is and isn't working well
- Where we can improve
- What services we should develop in future

July 2021 Engagement Project Summary Report

Tell us
what you
think.

We want
local health
www.healthwatch.com



Introduction

Shoreditch Park and City Primary Care Network (PCN) is the collective name for our local GP practices who have come together to focus on local patient care. This includes Shoreditch Park Surgery, De Beauvoir Surgery, Neaman Practice, Southgate Road and Whiston Road Surgeries, Hoxton Surgery, and Lawson Practice.

In collaboration with **Healthwatch City of London** and **Healthwatch Hackney**, the Primary Care Network consulted with local residents.

We wanted to understand:

- What is and is not working well
- Where the community would like us to focus and improve
- What services the community would like to see develop in the future

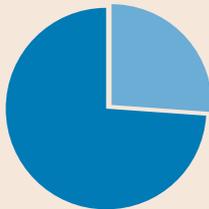
Report summary

We obtained a total of 1018 responses to questions on health services, accessibility, Covid-19, and health challenges and priorities. Ten focus groups were also held, with 38 patients, including Turkish-speakers, carers, and homeless communities.

Key findings:

- 74% of respondents were satisfied with the health services they received in the last year.
- Mental health services, physiotherapy, and health/wellbeing advisors are the services respondents most wanted to be made available in their respective GP surgeries.
- The top five health priorities of community members, ranked in order of priority, are: childhood obesity, adult obesity, drug misuse, alcohol misuse, and smoking cessation.
- 88.7% of respondents said they would be prepared to have a Covid-19 vaccination.
- Poor accessibility of health services to the elderly community and those with certain disabilities during the pandemic resulted from the online GP appointment booking process.
- Individuals reported consulting community pharmacists for medical advice with relative ease compared to their GP.
- There were two main contributors to public apprehension in using health services: fear of contracting Covid-19 and fear of burdening the system with comparatively minor issues.
- Almost all participants agreed that the Covid-19 pandemic and its consequences have taken a great mental toll on the community.
- For non-English speakers, the most identified problem in accessing health care was a communication barrier.

74% of respondents were satisfied with the health services they received in the last year



Top five health priorities:

- childhood obesity
- adult obesity
- drug misuse
- alcohol misuse
- smoking cessation

Recommendations

- Practices to **review** the systems used to book appointments to ensure it is accessible to all. Ensure practices are effectively communicating the booking process to patients (e.g. via receptionists or via website).
- **Offer** methods of contacting the GP surgeries other than via telephone, supporting patients' desire for more online access and face to face appointments.
- **Work** in coordination with Public Health on programmes to address child and adult obesity.
- **Encourage** uptake of the Covid-19 vaccine by sharing relevant and up-to-date information and inviting questions, and addressing any concerns.
- **Support** parents whose children have been negatively affected by the pandemic by providing support, signposting to resources and referring to appropriate services.
- **Evaluate** the provision of interpreting services in GP Surgeries, focusing on the accessibility of interpreters.
- **Respond** to residents' desire for mental health services, physiotherapy clinics, and health/wellbeing advisers in the GP surgeries.
- **Ensure** mental health and wellbeing services are well publicised to residents and help to ensure equity of access.
- **Connect** with the homeless population to raise their awareness of addiction-related services where relevant.

Shoreditch Park and City Primary Care Network July 2021 Engagement Project

For the full report visit: www.healthwatchhackney.co.uk

www.healthwatchcityoflondon.org.uk

<https://shoreditchparkandcitypcn.gpweb.org.uk>