

MAFHI/06/10

Committee Mid Area Forum - Health Inequalities Across Mid-Essex Scrutiny Task and Finish Group

Date 20 October 2010

Maldon area overview

Attached is a report from Jane Richards, Assistant Director of Public Health, NHS Mid Essex, providing further information and statistics, relating to access and residence area of the registered GP population for Maldon area practices, as requested at the Task and Finish Group meeting on 8 September 2010

Health Overview and Scrutiny Committee

Healthcare Access

Analysis of access to GP Practices in
Maldon and Heybridge

Content

- Patient breakdown by age
- Patient breakdown by postcode area
- Patient breakdown by age and postcode
- Closest facility travel distance

The following analysis uses the resident postcodes of those registered with a GP Practice. Postcodes cover a wide range of geographical and population sizes. For this analysis the centroid of the postcode was used to calculate travel distance from the postcode to the closest facility.

Please note there is wide variation in the services provided and the opening times of the GP Practice branch premises.

GP Registration as at June 2010 was used for this report.

Patient Breakdown by Broad Age Band

Broad Age Bands - Numbers

NHS Mid Essex

Age Band	Females	Males	Total
85+	5,670	2,689	8,359
75 - 84	11,212	9,038	20,250
65 - 74	16,872	16,307	33,179
55 - 64	24,246	24,473	48,719
45 - 54	26,276	27,800	54,076
35 - 44	28,526	29,772	58,298
25 - 34	22,812	23,612	46,424
15 - 24	21,696	22,221	43,917
0 - 14	31,413	33,334	64,747
Total	188,723	189,246	377,969

Longfield MC

Age Band	Females	Males	Total
85+	248	94	342
75 - 84	456	351	807
65 - 74	746	706	1,452
55 - 64	954	918	1,872
45 - 54	986	1,070	2,056
35 - 44	1,208	1,086	2,294
25 - 34	733	749	1,482
15 - 24	767	796	1,563
0 - 14	1,250	1,319	2,569
Total	7,348	7,089	14,437

Blackwater MC

Age Band	Females	Males	Total
85+	271	124	395
75 - 84	500	432	932
65 - 74	765	716	1,481
55 - 64	1,036	1,028	2,064
45 - 54	1,051	1,016	2,067
35 - 44	1,009	1,015	2,024
25 - 34	704	776	1,480
15 - 24	785	846	1,631
0 - 14	1,099	1,221	2,320
Total	7,220	7,174	14,394

Broad Age Bands - Percentage

NHS Mid Essex

Age Band	Females	Males	Total
85+	3.0%	1.42%	2.21%
75 - 84	5.9%	4.78%	5.36%
65 - 74	8.9%	8.62%	8.78%
55 - 64	12.8%	12.93%	12.89%
45 - 54	13.9%	14.69%	14.31%
35 - 44	15.1%	15.73%	15.42%
25 - 34	12.1%	12.48%	12.28%
15 - 24	11.5%	11.74%	11.62%
0 - 14	16.6%	17.61%	17.13%

Longfield MC

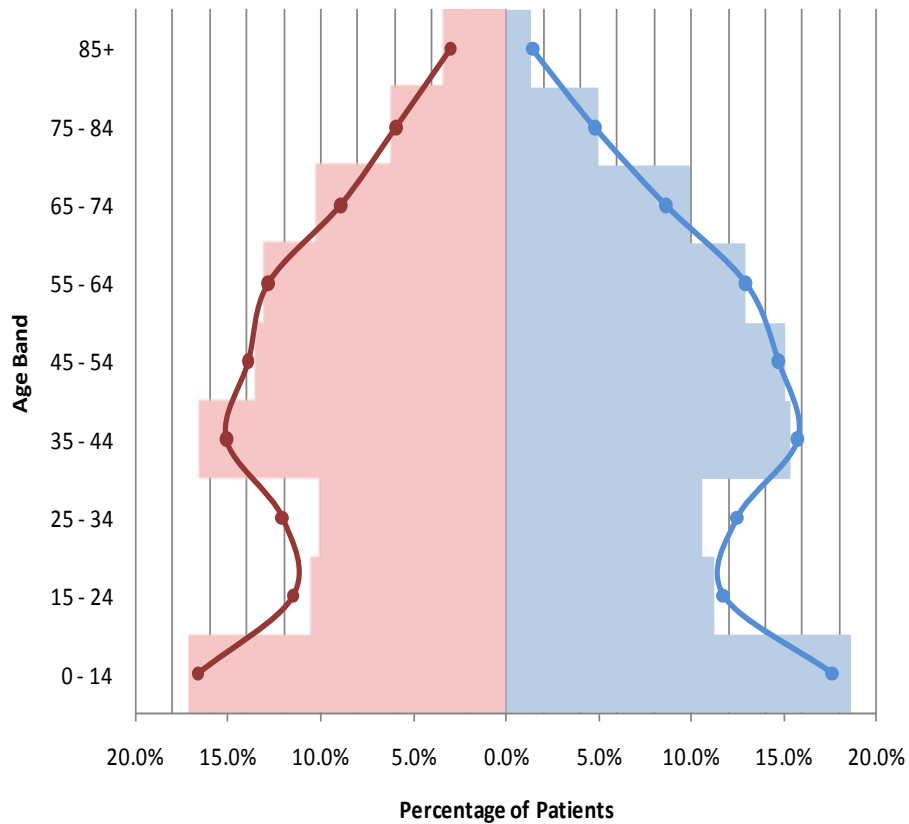
Age Band	Females	Males	Total
85+	3.4%	1.33%	2.37%
75 - 84	6.2%	4.95%	5.59%
65 - 74	10.2%	9.96%	10.06%
55 - 64	13.0%	12.95%	12.97%
45 - 54	13.4%	15.09%	14.24%
35 - 44	16.4%	15.32%	15.89%
25 - 34	10.0%	10.57%	10.27%
15 - 24	10.4%	11.23%	10.83%
0 - 14	17.0%	18.61%	17.79%

Blackwater MC

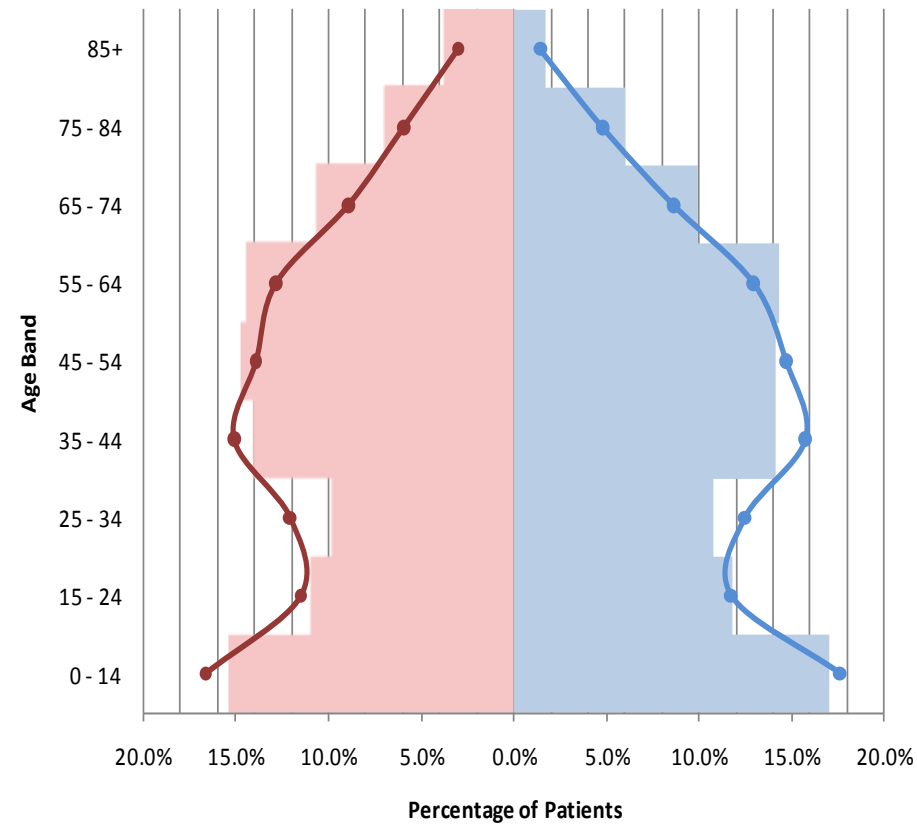
Age Band	Females	Males	Total
85+	3.8%	1.73%	2.74%
75 - 84	6.9%	6.02%	6.47%
65 - 74	10.6%	9.98%	10.29%
55 - 64	14.3%	14.33%	14.34%
45 - 54	14.6%	14.16%	14.36%
35 - 44	14.0%	14.15%	14.06%
25 - 34	9.8%	10.82%	10.28%
15 - 24	10.9%	11.79%	11.33%
0 - 14	15.2%	17.02%	16.12%

Patient Breakdown by Broad Age Band

Longfields Medical Practice Population



Blackwater Medical Practice Population



Practice Females Practice Males
NHS Mid Essex Females NHS Mid Essex Males

Practice Females Practice Males
NHS Mid Essex Females NHS Mid Essex Males

Patient Breakdown by Postcode Area

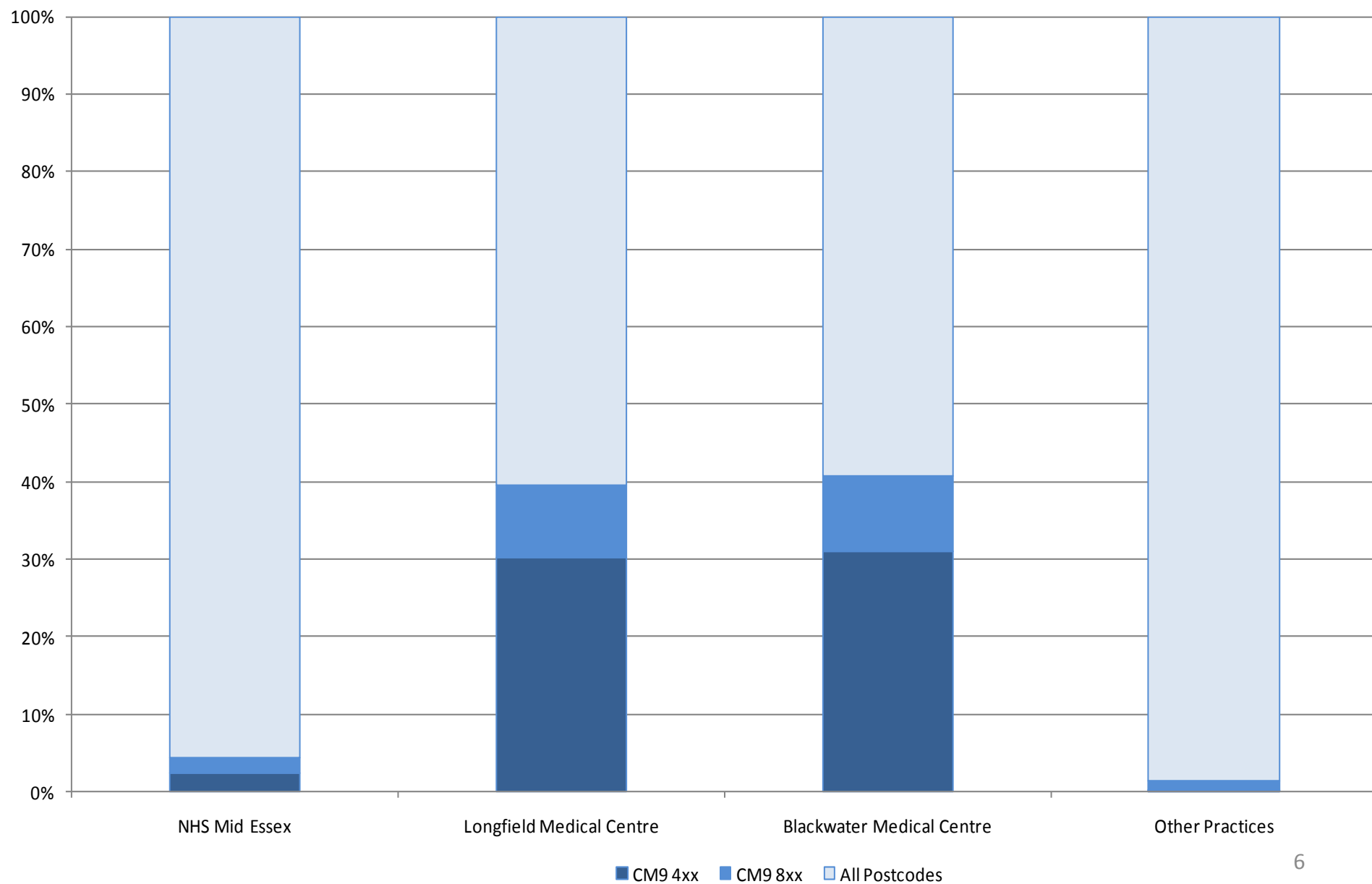
Numbers

Postcode	NHS Mid Essex	Longfield Medical Centre	Blackwater Medical Centre	Total of both Practices	Remaining Practices
CM9 4xx	9,147	4,366	4,477	8,843	304
CM9 8xx	7,632	1,351	1,385	2,736	4,896
Sub total	16,779	5,717	5,862	11,579	5,200
All other Postcodes	361,190	8,720	8,532	17,252	343,938
All Postcodes	377,969	14,437	14,394	28,831	349,138

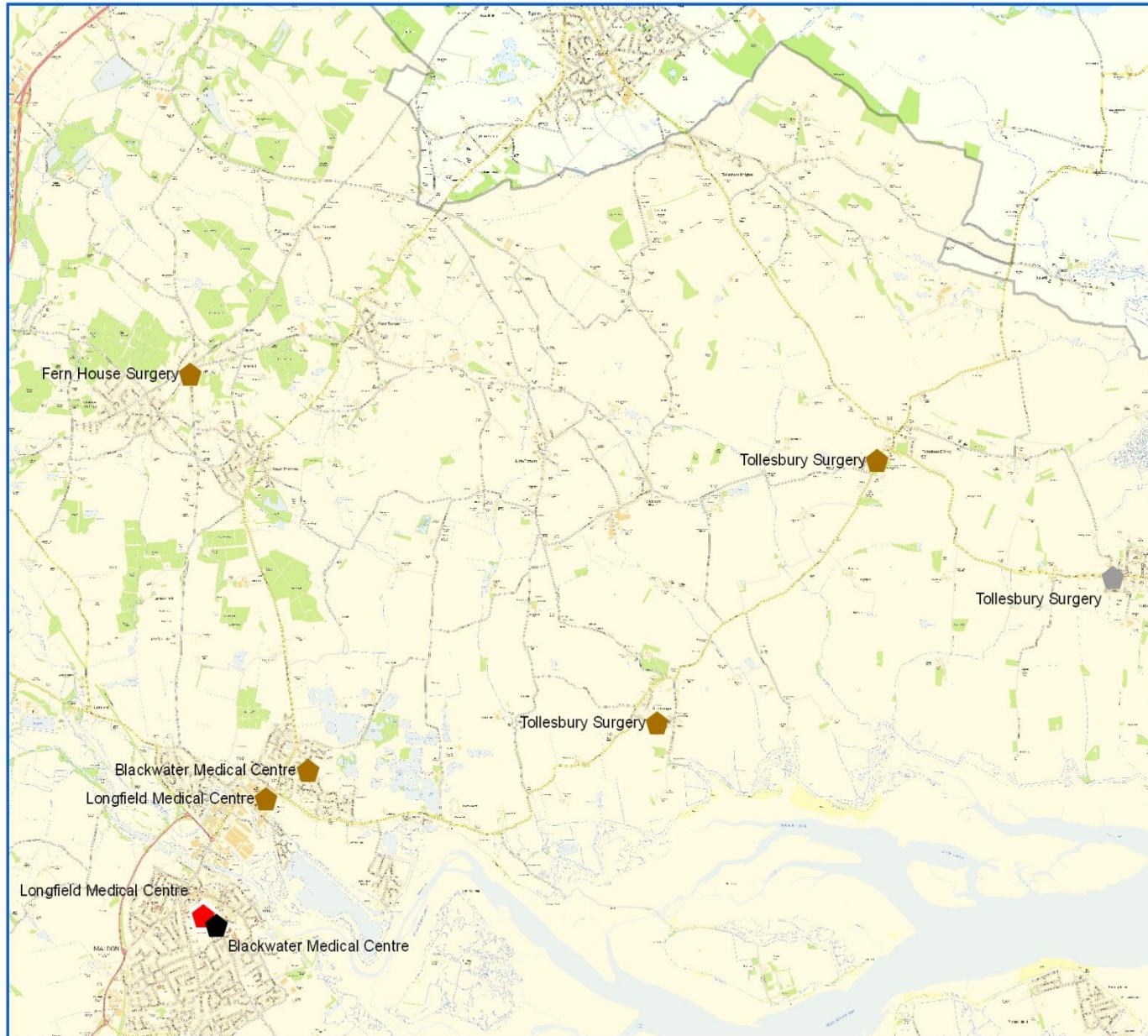
Percentage

Postcode	NHS Mid Essex	Longfield Medical Centre	Blackwater Medical Centre	Total of both Practices	Remaining Practices
CM9 4xx	2.4%	30.2%	31.1%	30.7%	0.1%
CM9 8xx	2.0%	9.4%	9.6%	9.5%	1.4%
Sub total	4.4%	39.6%	40.7%	40.2%	1.5%
All other Postcodes	95.6%	60.4%	59.3%	59.8%	98.5%

Percentage of Registered Patients by Postcode Area



GP Practices in and around the Maldon Area



- NHS Mid Essex GP Practices
- NHS Mid Essex Branch GP Practices
- NHS Mid Essex Boundary

The Maldon and Heybridge area with GP Practice main premises and branch premises

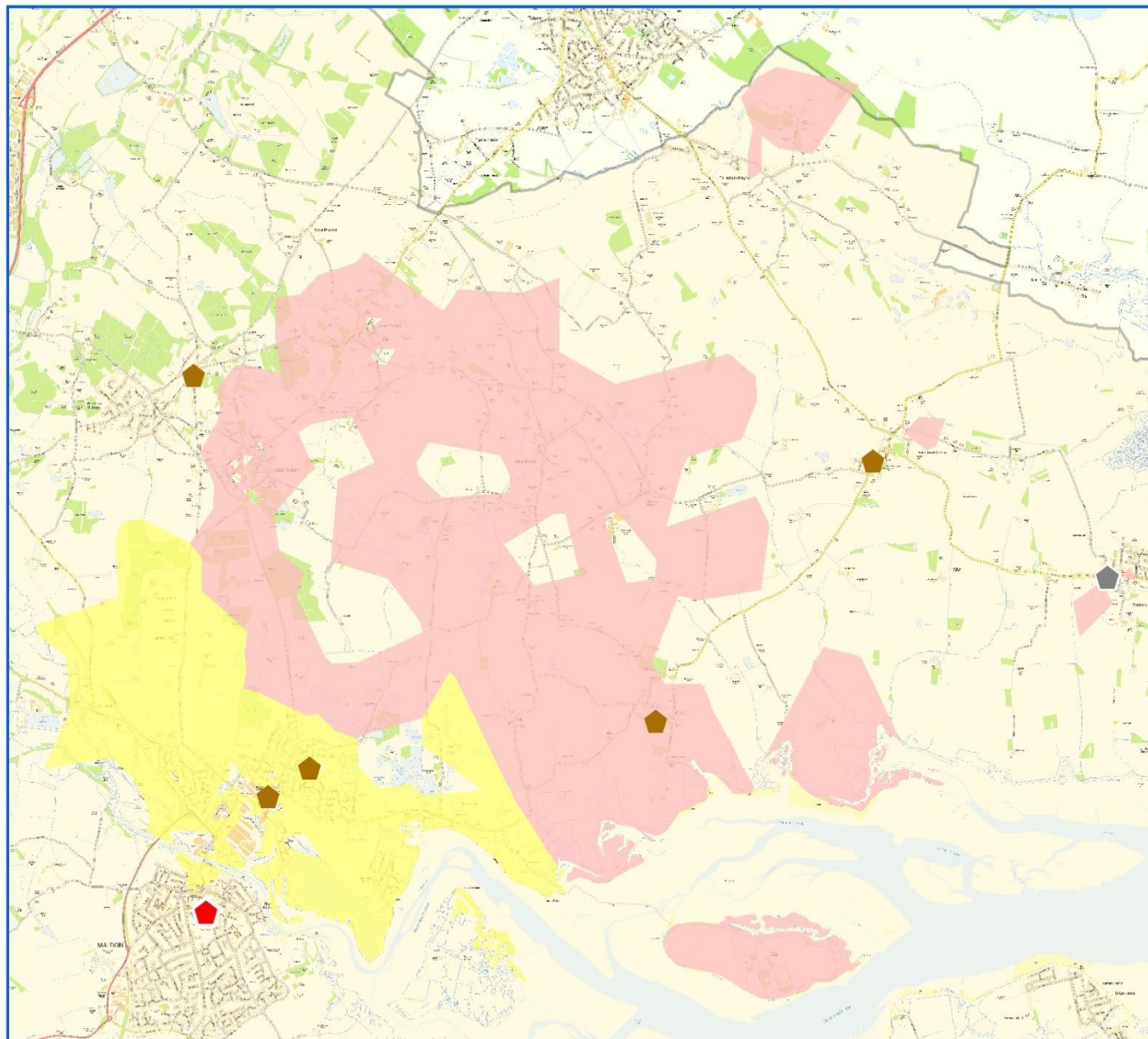
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NHS Mid Essex Information Team, October 2010



Longfield Medical Centre - Patient's Residents by Postcodes



-  Longfields Medical Centre
-  GP Practices - Main
-  GP Practices - Branch
-  Longfields Patients CM9 8xx
-  Longfields Patients CM9 4xx
-  NHS Mid Essex Boundary

Areas covered by postcodes beginning with 'CM9 4' and 'CM9 8' that are the resident addresses of patients registered with the Longfield Medical Centre (F81022).

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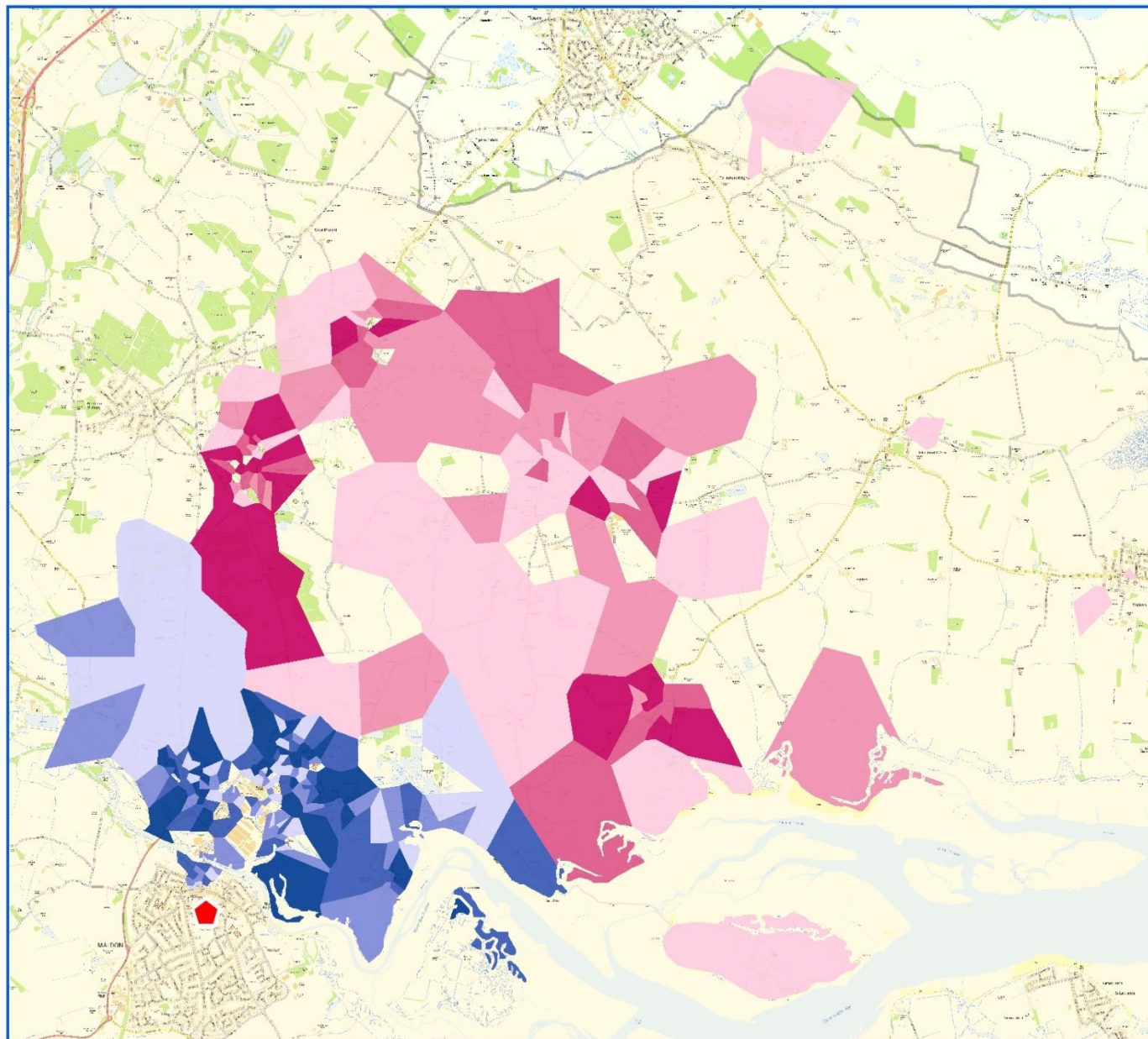
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Patients registered as at June 2010
ESSA IM&T Information Services

NHS Mid Essex Information Team, October 2010






Longfield Medical Centre - Patient's Residents by Postcodes







 Longfields Medical Centre

% of all Longfields patients in CM9 8xx

-  ≤ 0.3%
-  0.4% - 0.7%
-  0.8% - 1.2%
-  1.3% - 3.3%

% of all Longfields patients in CM9 4xx

-  ≤ 0.2%
-  0.3% - 0.4%
-  0.5% - 0.8%
-  0.9% - 2.6%

 NHS Mid Essex Boundary

Areas covered by postcodes beginning with 'CM9 4' and 'CM9 8' that are the resident addresses of patients registered with the Longfield Medical Centre (F81022).

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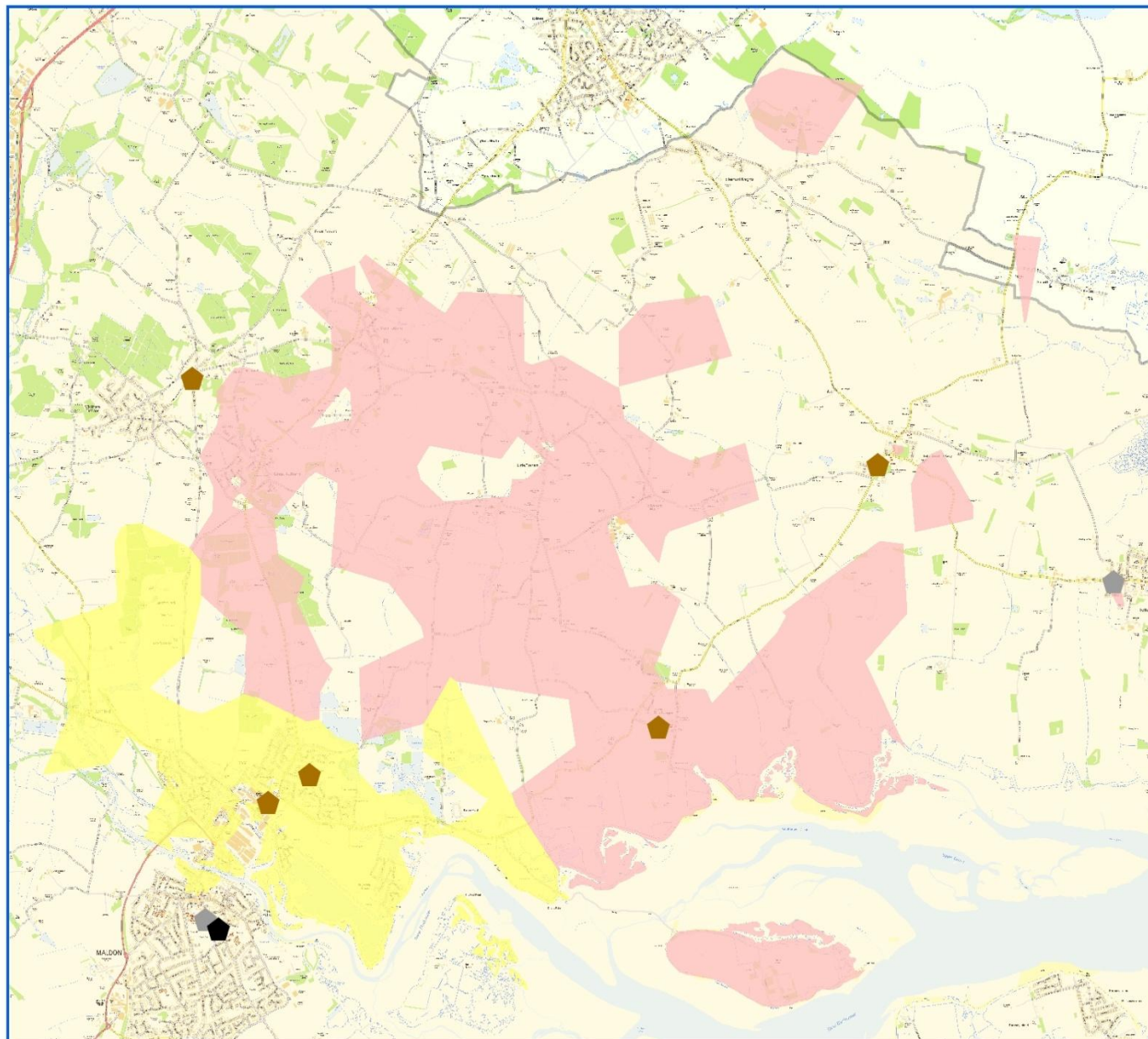
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Patients registered as at June 2010
ESSA IM&T Information Services

NHS Mid Essex Information Team, September 2010



Blackwater Medical Centre - Patient's Residents by Postcodes



- Blackwater Medical Centre
- GP Practices - Main
- GP Practices - Branch
- Blackwater Patients CM9 8xx
- Blackwater Patients CM9 4xx
- NHS Mid Essex Boundary

Areas covered by postcodes beginning with 'CM9 4' and 'CM9 8' that are the resident addresses of patients registered with the Blackwater Medical Centre (F81099).

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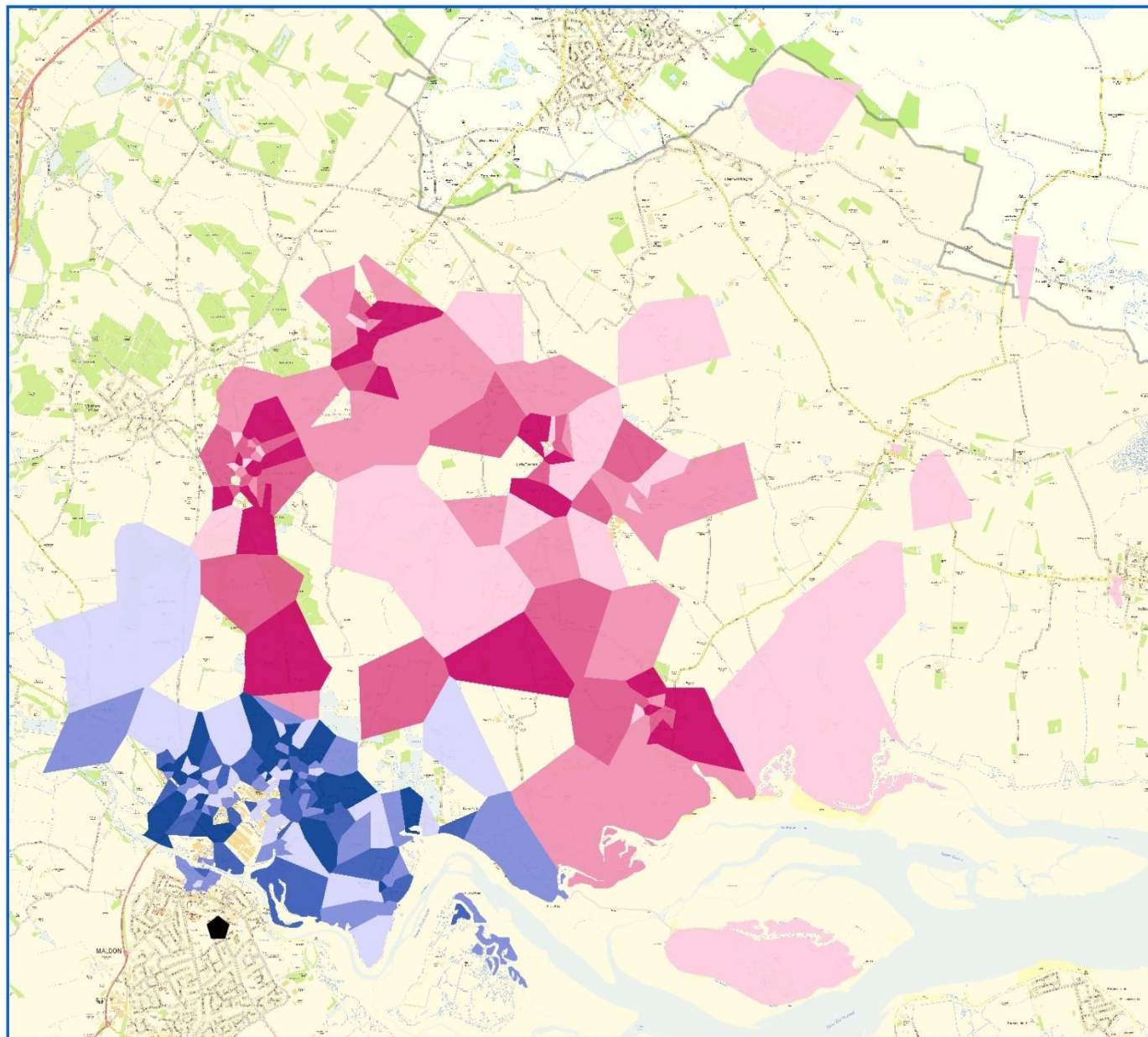
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Patients registered as at June 2010
ESSA IM&T Information Services

NHS Mid Essex Information Team, October 2010



Blackwater Medical Centre - Patient's Residents by Postcodes



Blackwater Medical Centre

% of all Blackwater patients in CM9 8xx

<= 0.2%
0.3% - 0.5%
0.6% - 1.1%
1.2% - 4.2%

% of all Blackwater patients in CM9 4xx

<= 0.2%
0.3% - 0.4%
0.5% - 0.8%
0.9% - 2.3%

NHS Mid Essex Boundary

Areas covered by postcodes beginning with 'CM9 4' and 'CM9 8' that are the resident addresses of patients registered with the Blackwater Medical Centre (F81099).

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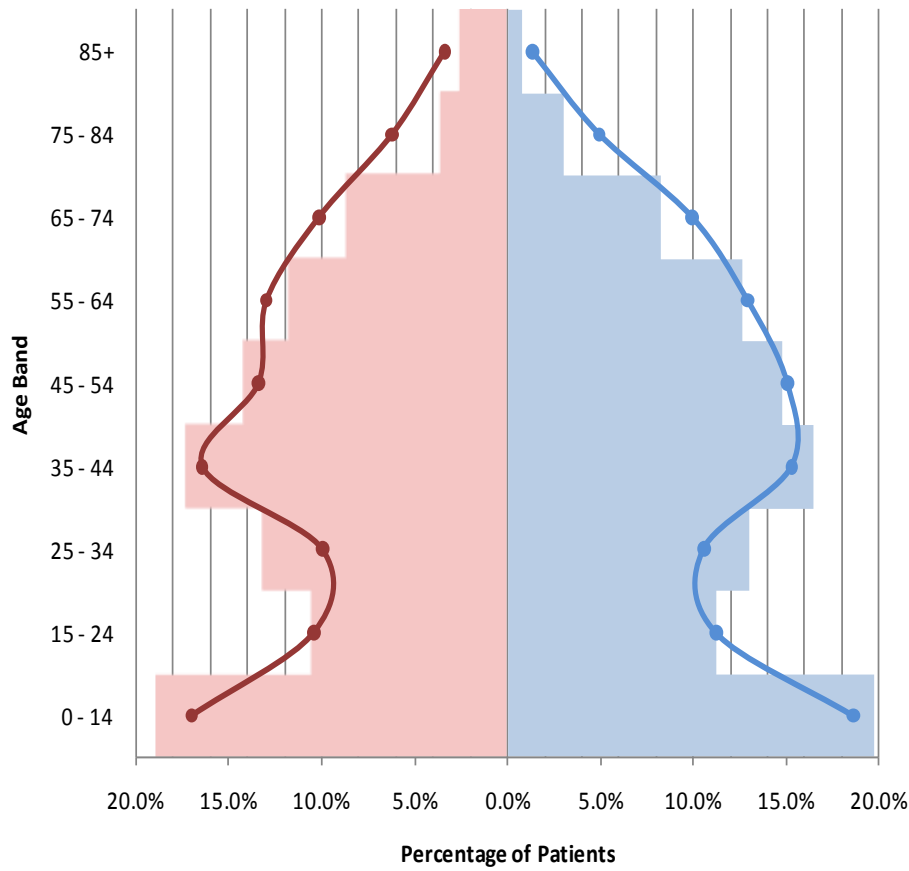
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NHS Mid Essex Information Team, October 2010

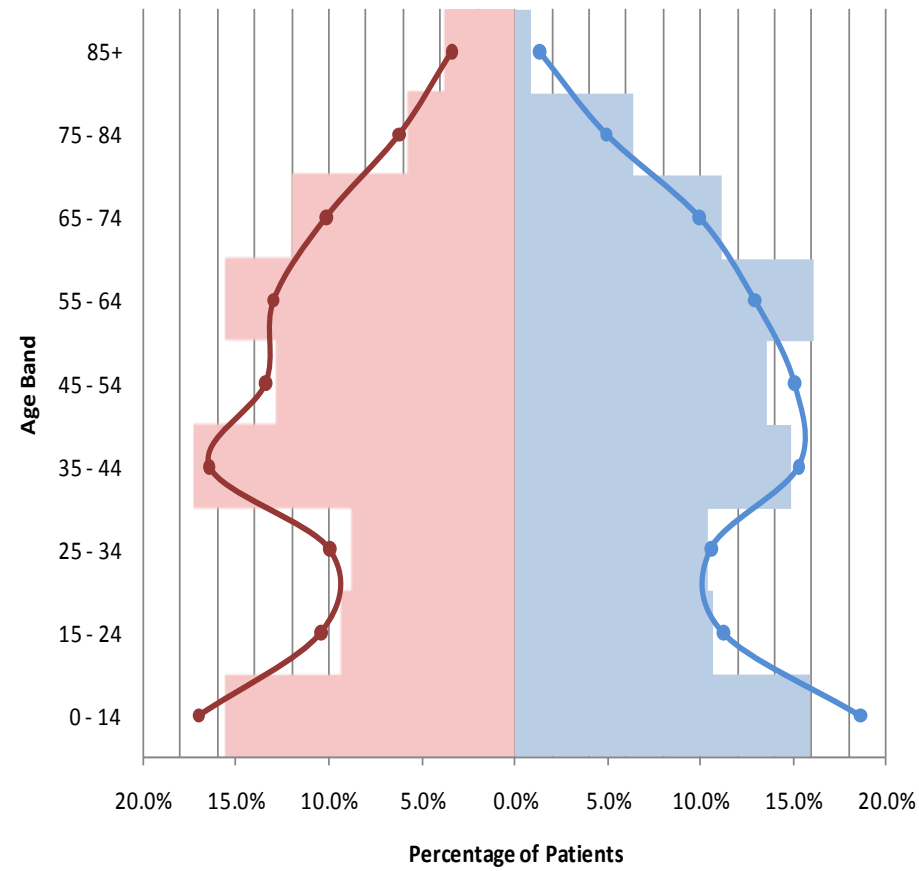


Patient Breakdown by Broad Age Band

Longfield Medical Practice Population - CM9 4xx



Longfield Medical Practice Population - CM9 8xx

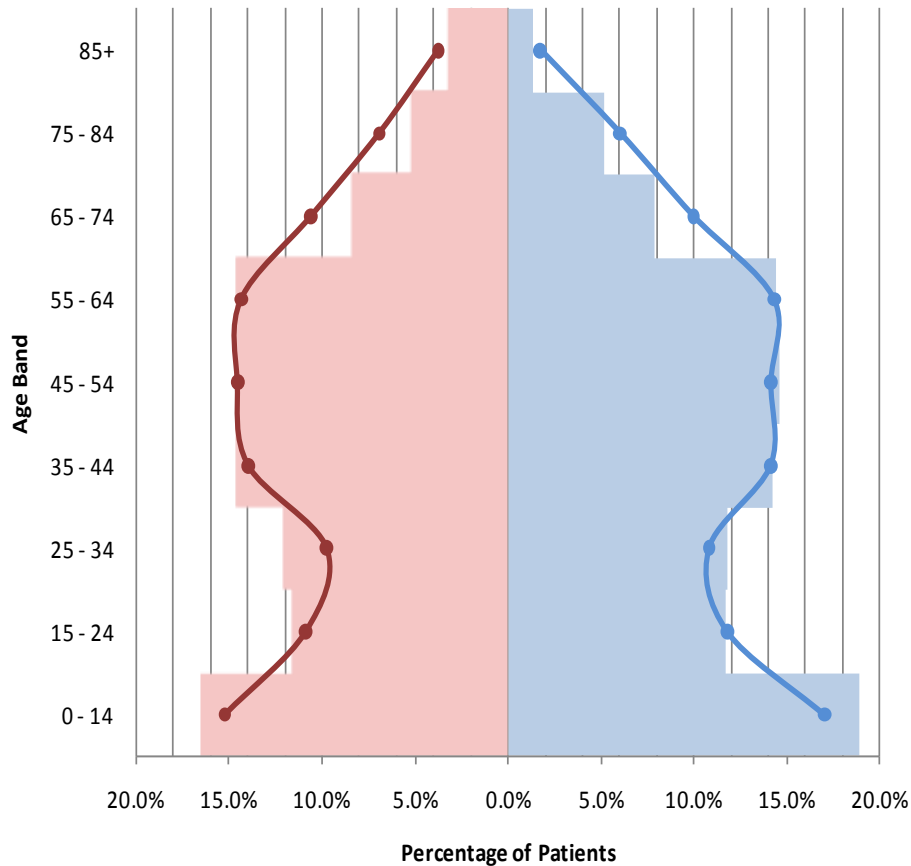


CM94xx Females CM94xx Males Practice Females Practice Males

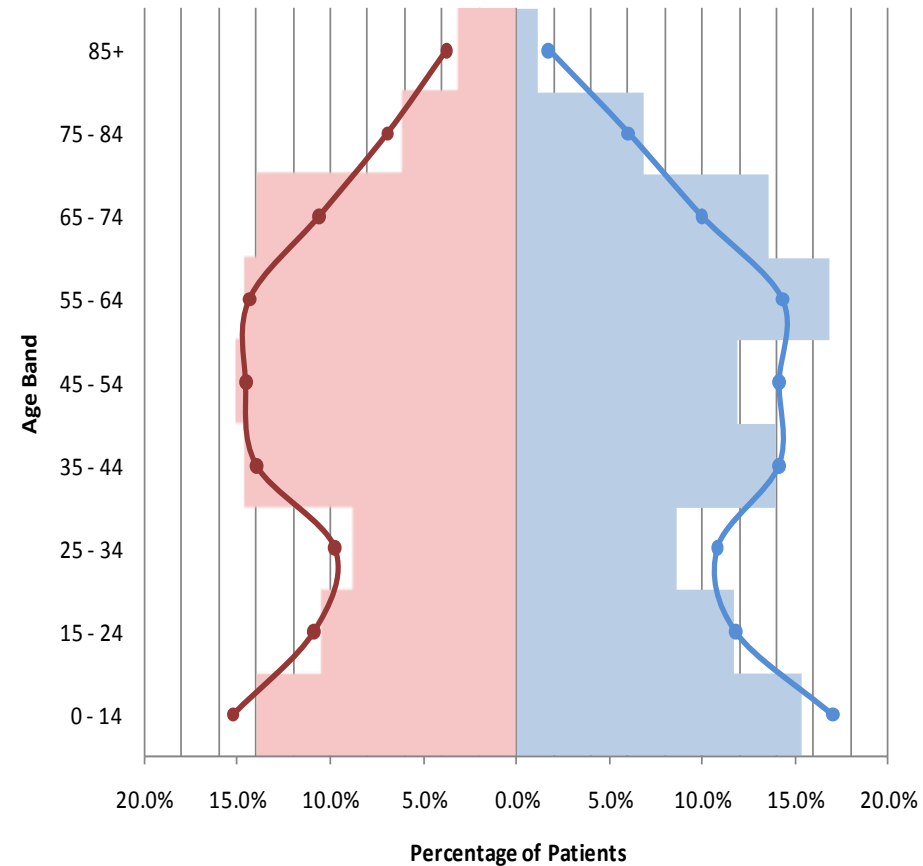
CM98xx Females CM98xx Males Practice Females Practice Males

Patient Breakdown by Broad Age Band

Blackwater Medical Practice Population - CM9 4xx



Blackwater Medical Practice Population - CM9 8xx



CM94xx Females CM94xx Males Practice Females Practice Males

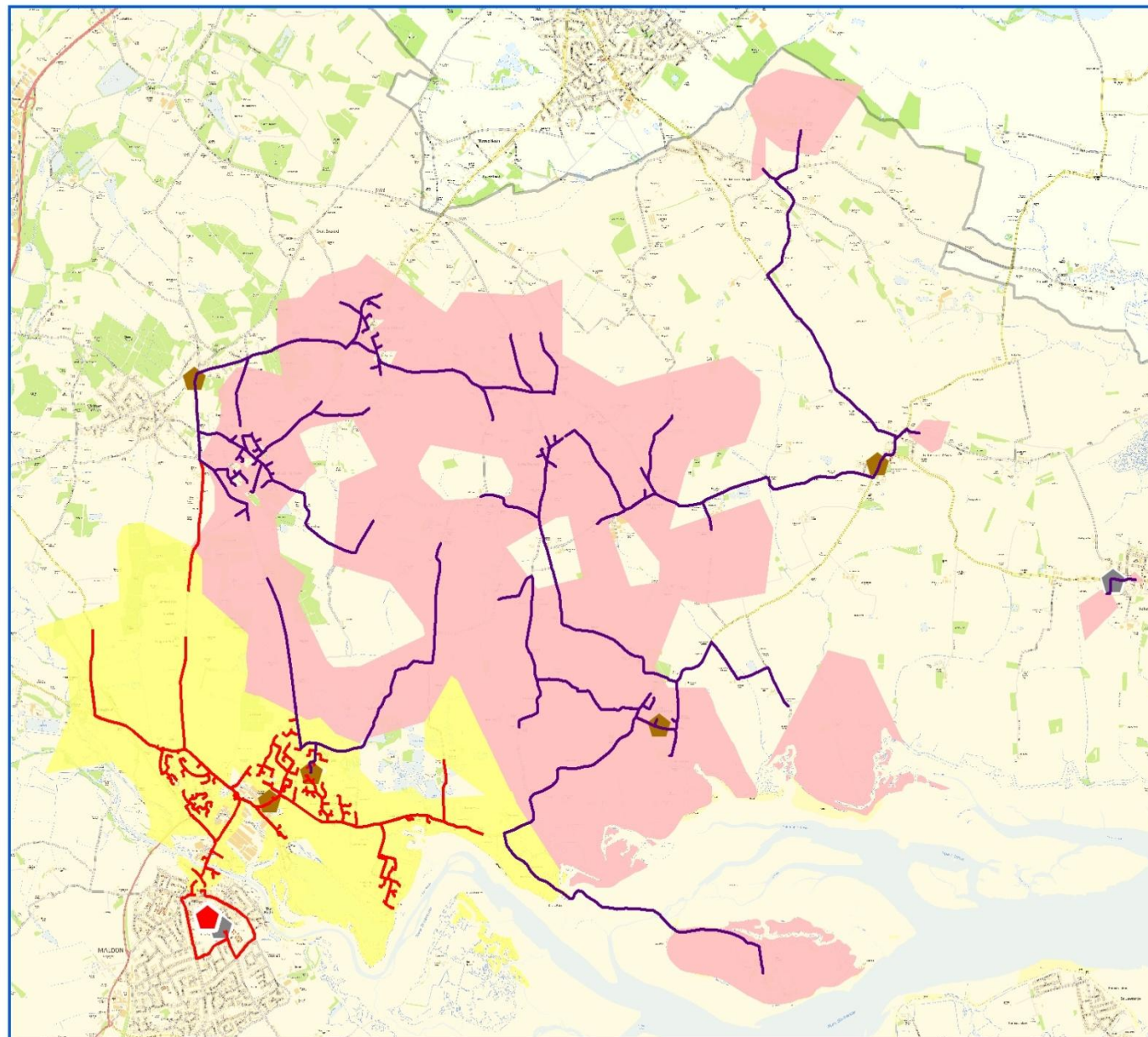
CM98xx Females CM98xx Males Practice Females Practice Males

Travel Distance

Longfield Medical Centre Travel Distance to GP Practices (Miles)

	GP Practice Main		GP Practice Branch		GP Practice Main or Branch	
	CM9 4xx	CM9 8xx	CM9 4xx	CM9 8xx	CM9 4xx	CM9 8xx
Minimum	0.85	0.14	0.03	0.04	0.03	0.04
Maximum	3.76	5.97	2.06	3.91	2.06	3.91
Median	2.23	4.38	0.76	1.46	0.76	1.43
Mean	2.28	4.21	0.79	1.49	0.78	1.45

Longfield Medical Centre - Patient's Residents by Postcodes - Closest GP Practice



- Routes from CM9 8xx postcodes
- Routes from CM9 4xx postcodes
- ▮ Longfields Medical Centre
- ▮ GP Practice - Main
- ▮ GP Practice - Branch
- ▮ Longfields Patients CM9 8xx
- ▮ Longfields Patients CM9 4xx
- ▮ NHS Mid Essex Boundary

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Patients registered as at June 2010
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Travel Distance

Longfield Medical Centre Closest GP Practices from CM9 4xx Postcodes

	GP Main		GP Branch		GP Main or Branch	
	Patients	Postcodes	Patients	Postcodes	Patients	Postcodes
Longfield or Blackwater	4,366	180			143	6
Longfield M C Branch			3,971	164	3,828	158
Fern House Surgery Branch			10	1	10	1
Tollesbury Surgery Branch			11	1	11	1
Blackwater M C Branch			374	14	374	14

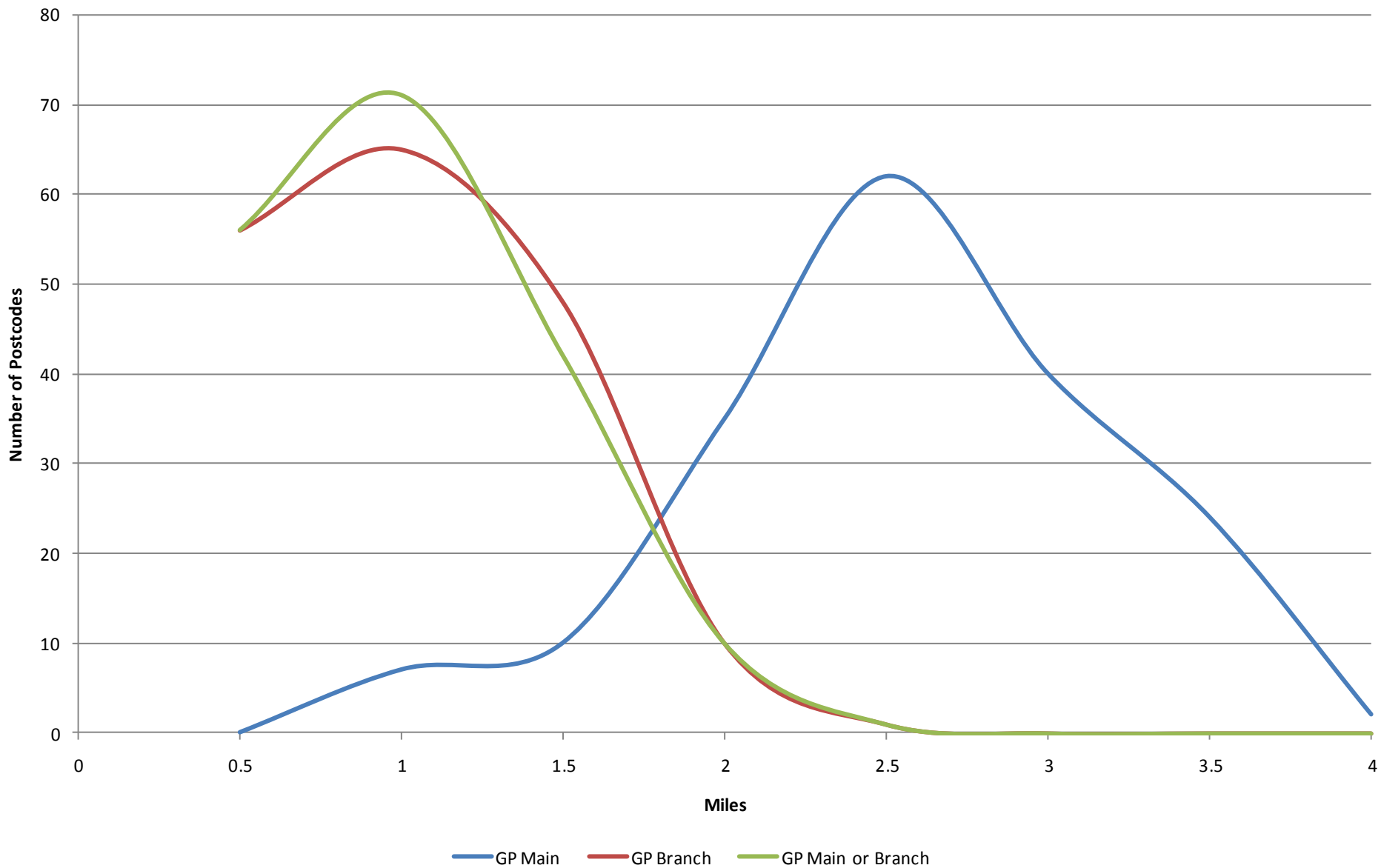
Travel Distance

Longfield Medical Centre Closest GP Practices from CM9 8xx Postcodes

	GP Main		GP Branch		GP Main or Branch	
	Patients	Postcodes	Patients	Postcodes	Patients	Postcodes
Kelvedon & Feering HCentre	29	3				
Fern House Surgery	726	57				
Tollesbury Surgery	496	53				
Longfield or Blackwater	100	14				
Fern House Surgery Branch			781	63	781	63
Tollesbury Surgery Branch			142	20	138	18
Tollesbury Surgery Branch			365	37	365	37
BMC Branch			63	7	63	7
Tollesbury Surgery					4	2

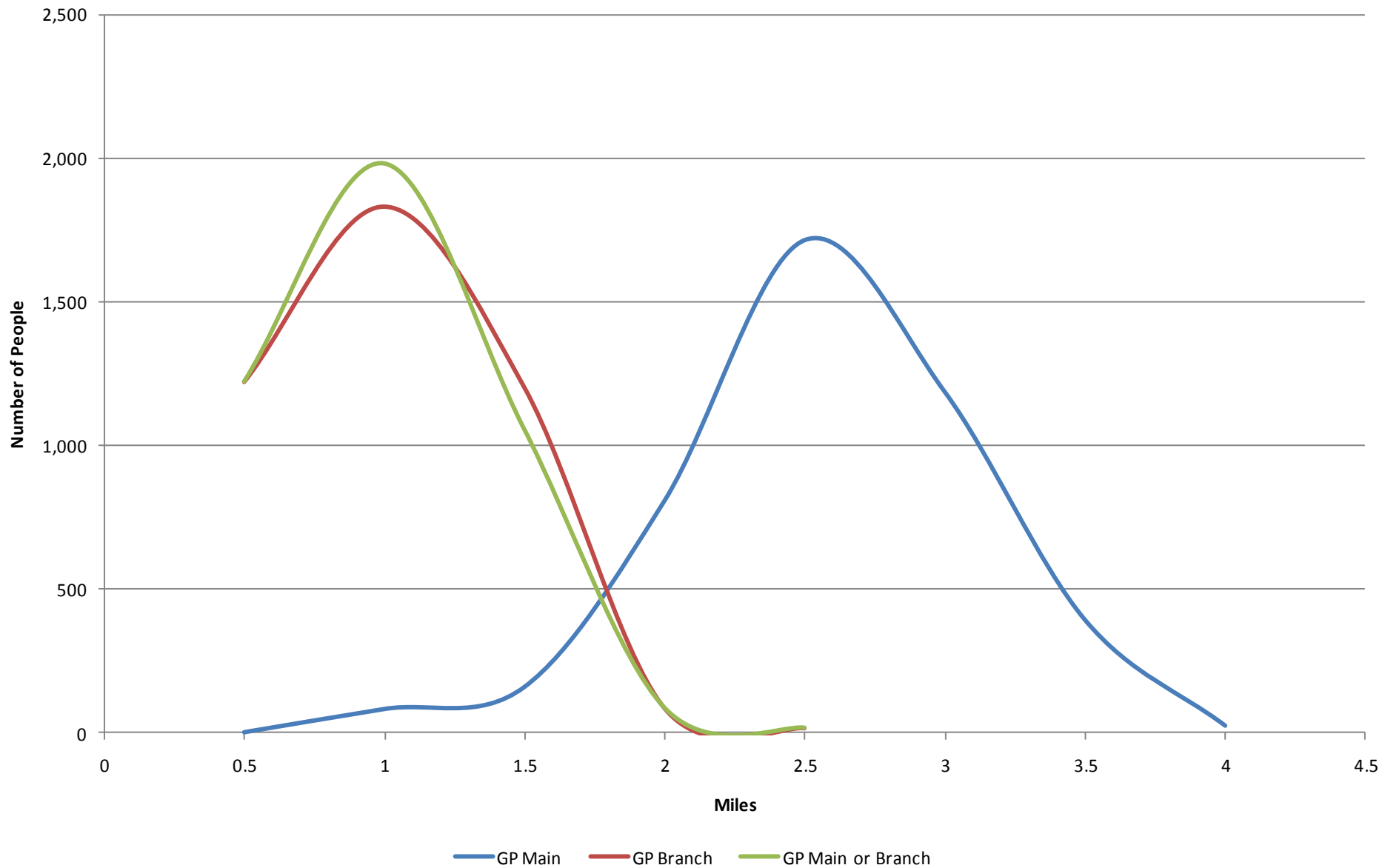
Frequency of Postcodes

Longfield Medical Centre Travel Distance to GP Practices from CM9 4xx Postcodes



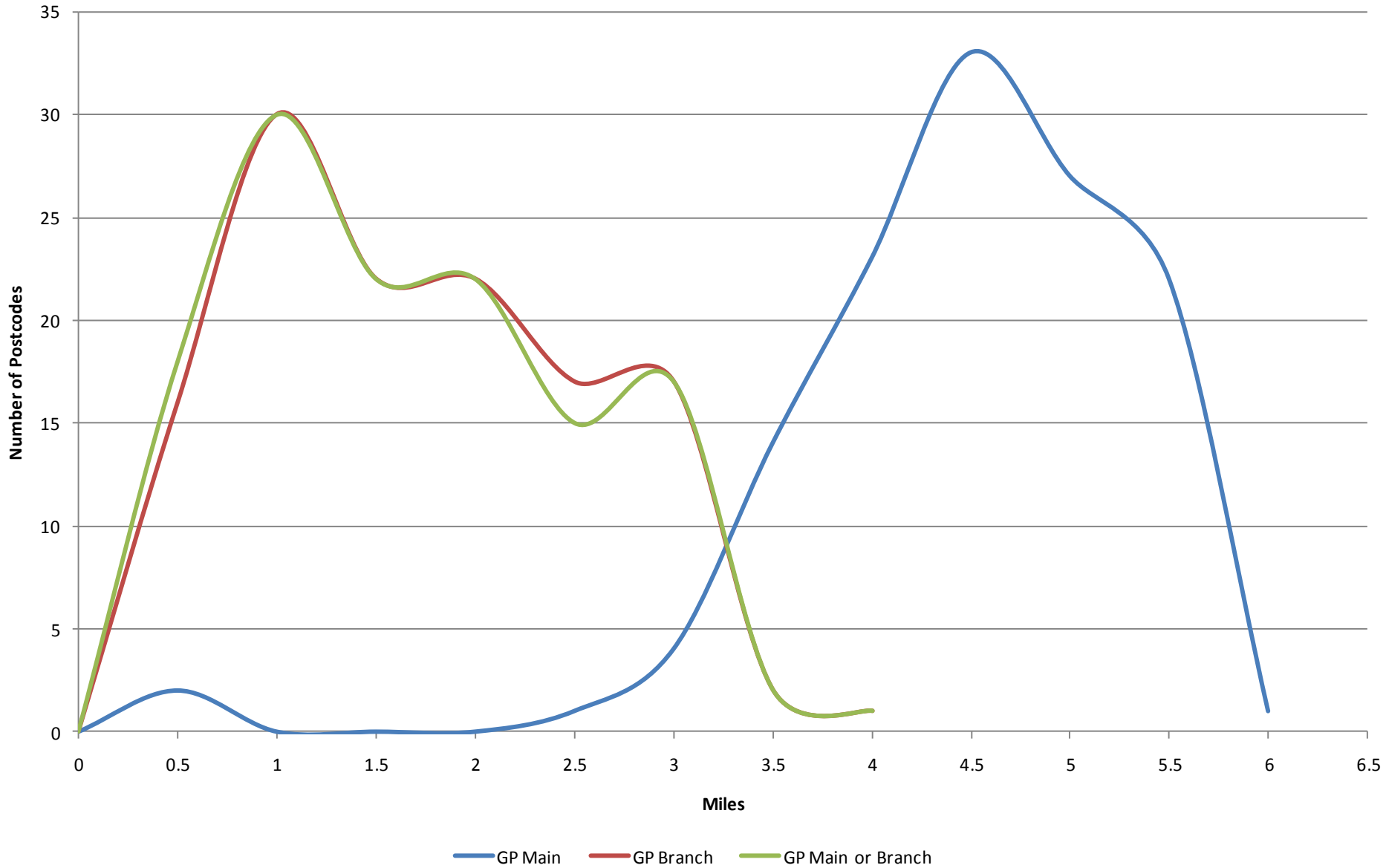
Frequency of Patients

Longfield Medical Centre Travel Distance to GP Practices from CM9 4xx Postcodes



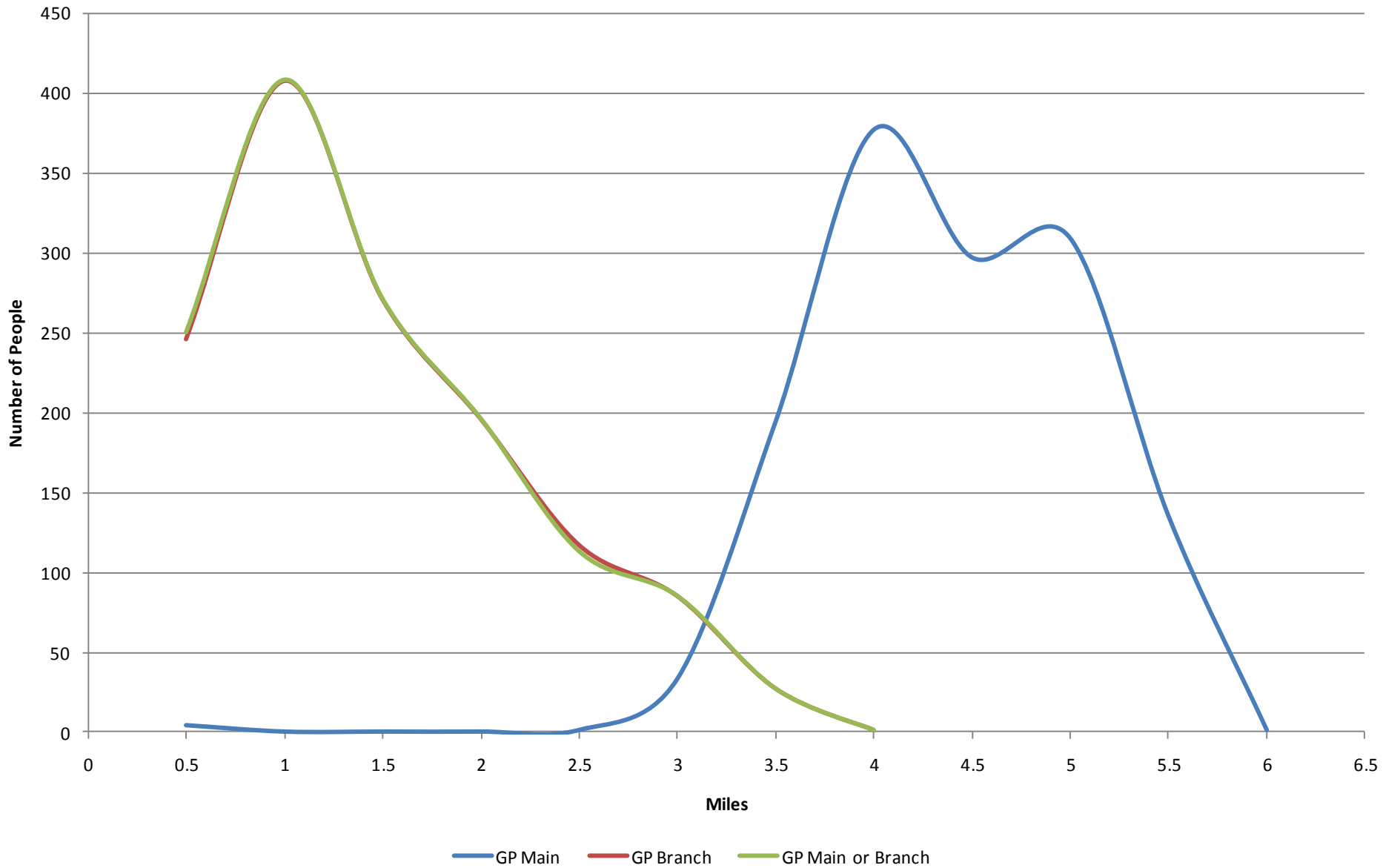
Frequency of Postcodes

Longfield Medical Centre Travel Distance to GP Practices from CM9 8xx Postcodes



Frequency of Patients

Longfield Medical Centre Travel Distance to GP Practices from CM9 8xx Postcodes

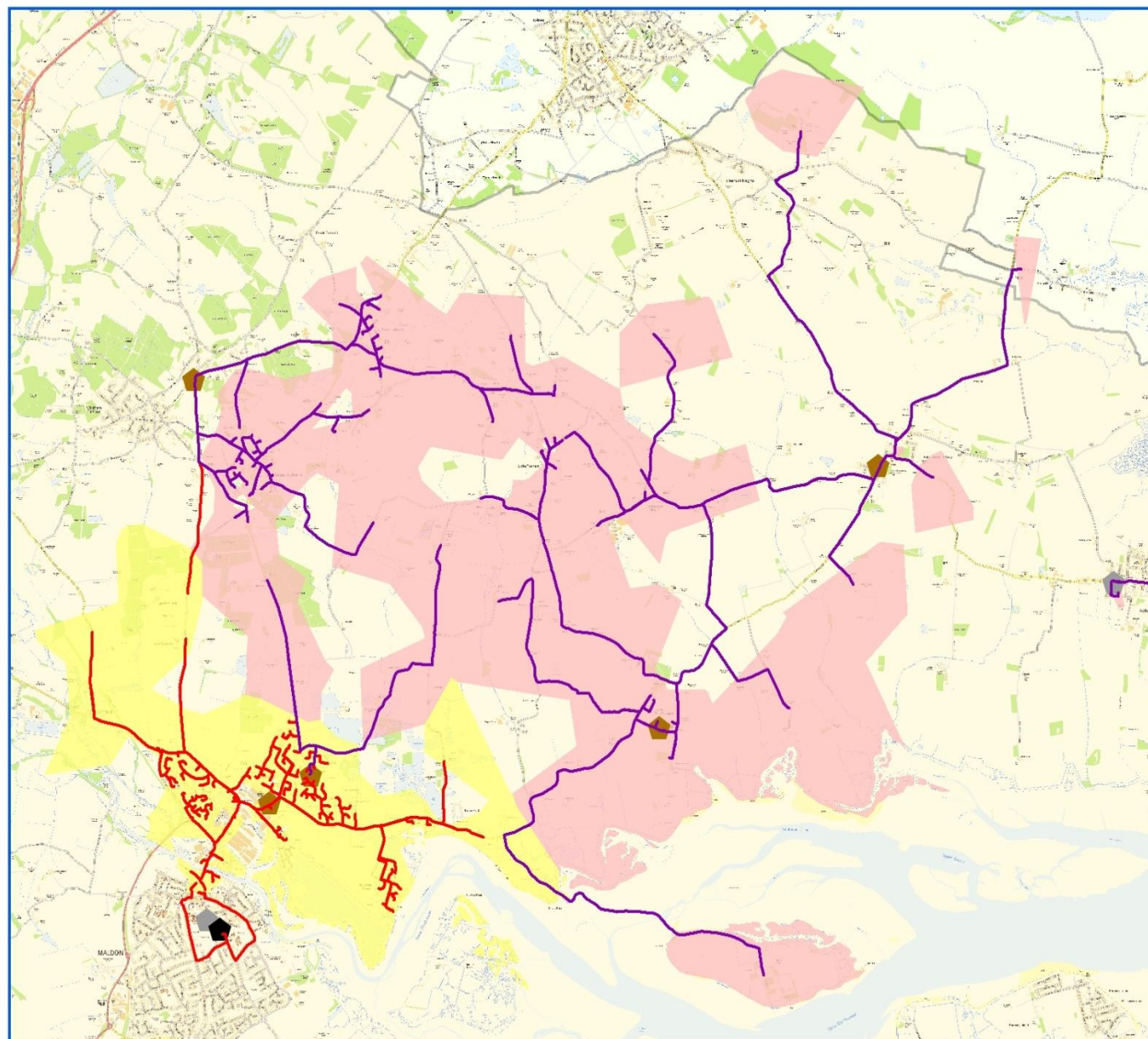


Travel Distance

Blackwater Medical Centre Travel Distance to GP Practices (Miles)

	GP Practice Main		GP Practice Branch		GP Practice Main or Branch	
	CM9 4xx	CM9 8xx	CM9 4xx	CM9 8xx	CM9 4xx	CM9 8xx
Minimum	0.89	0.04	0.03	0.04	0.03	0.04
Maximum	3.76	5.97	2.06	3.91	2.06	3.91
Median	2.22	4.33	0.74	1.44	0.74	1.27
Mean	2.27	4.11	0.76	1.46	0.75	1.39

Blackwater Medical Centre - Patient's Residents by Postcodes - Closest GP Practice



- Routes from CM9 8xx postcodes
- Routes from CM9 4xx postcodes
- Blackwater Medical Centre
- GP Practices - Main
- GP Practices - Branch
- Blackwater Patients CM9 8xx
- Blackwater Patients CM9 4xx
- NHS Mid Essex Boundary

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Patients registered as at June 2010
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Travel Distance

Blackwater Medical Centre Closest GP Practices from CM9 4xx Postcodes

	GP Main		GP Branch		GP Main or Branch	
	Patients	Postcodes	Patients	Postcodes	Patients	Postcodes
Blackwater or Longfield	4,472	176			38	5
Longfield M C Branch			3,886	159	3848	154
Fern House Surgery Branch			5	1	5	1
Tollesbury Surgery Branch ¹			12	1	12	1
Blackwater M C Branch			569	15	569	15

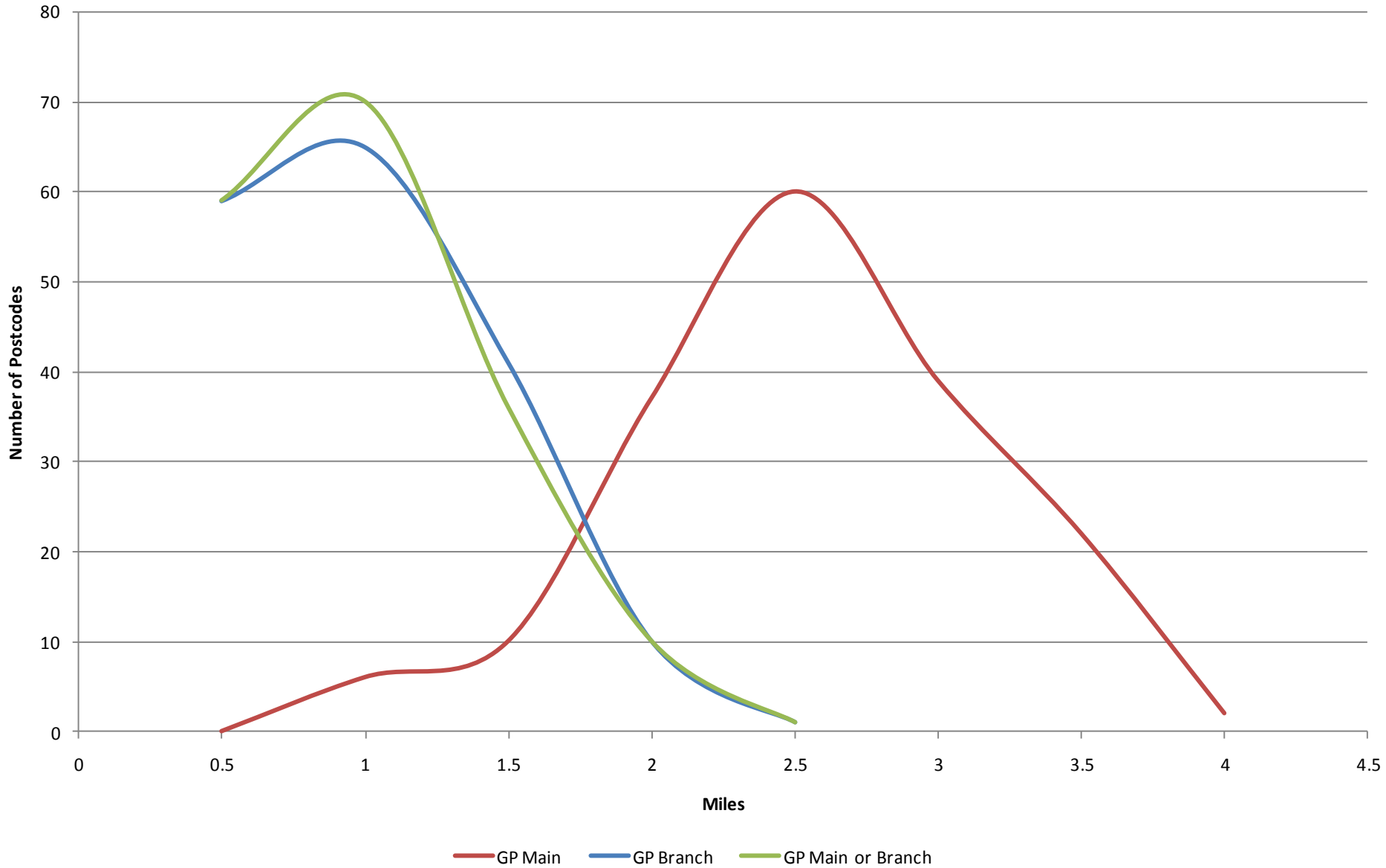
Travel Distance

Blackwater Medical Centre Closest GP Practices from CM9 8xx Postcodes

	GP Main		GP Branch		GP Main or Branch	
	Patients	Postcodes	Patients	Postcodes	Patients	Postcodes
Kelvedon & Feering HCentre	9	2				
Fern House, Witham	750	60				
Tollesbury Surgery	491	58			4	4
Blackwater Medical Centre	135	12				
Fern House Surgery Branch			780	65	780	65
Tollesbury Surgery Branch1			80	23	76	19
Tollesbury Surgery Branch2			440	38	440	38
Blackwater M C Branch			85	6	85	6

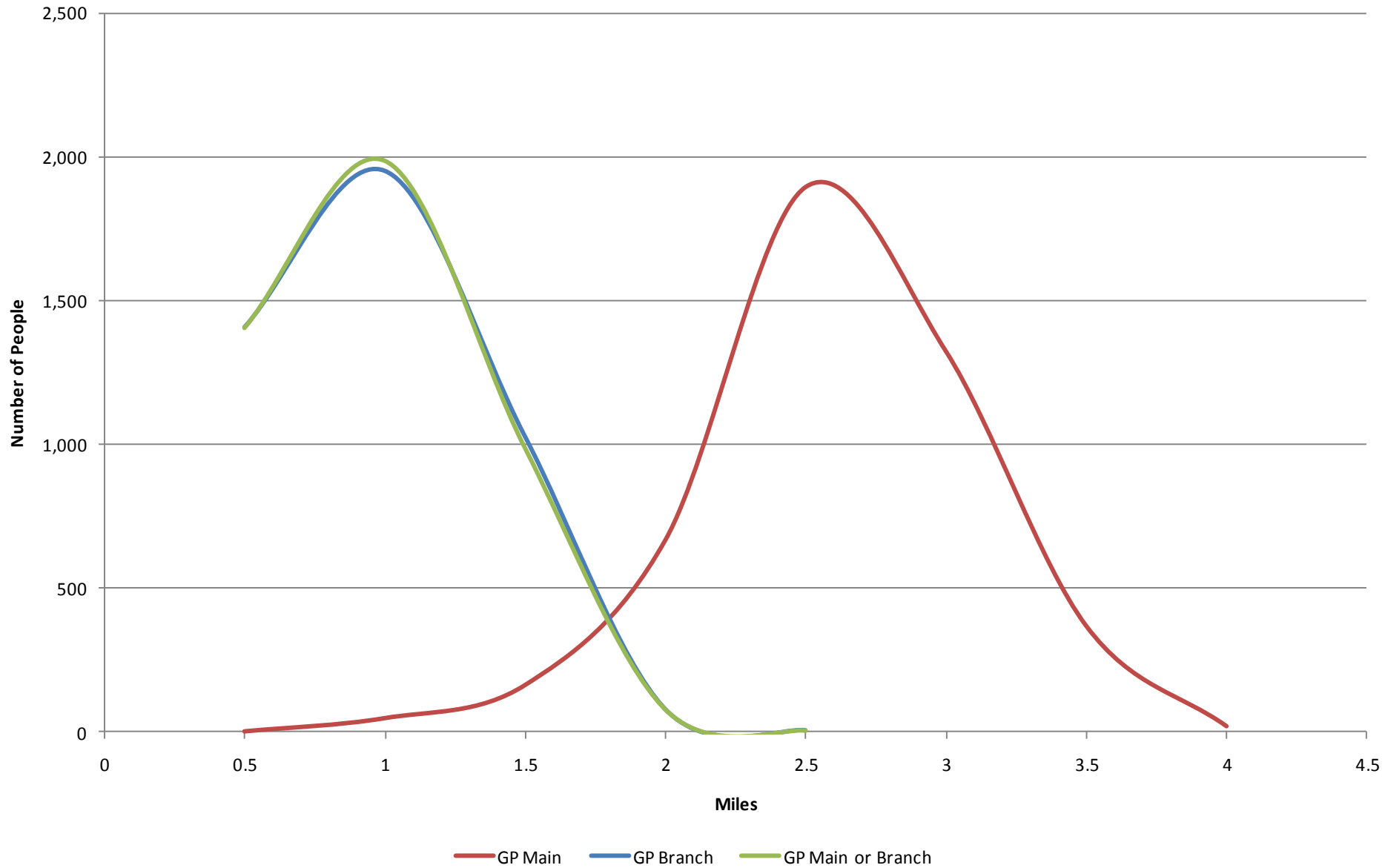
Frequency of Postcodes

Blackwater Medical Centre Travel Distance to GP Practices from CM9 4xx Postcodes



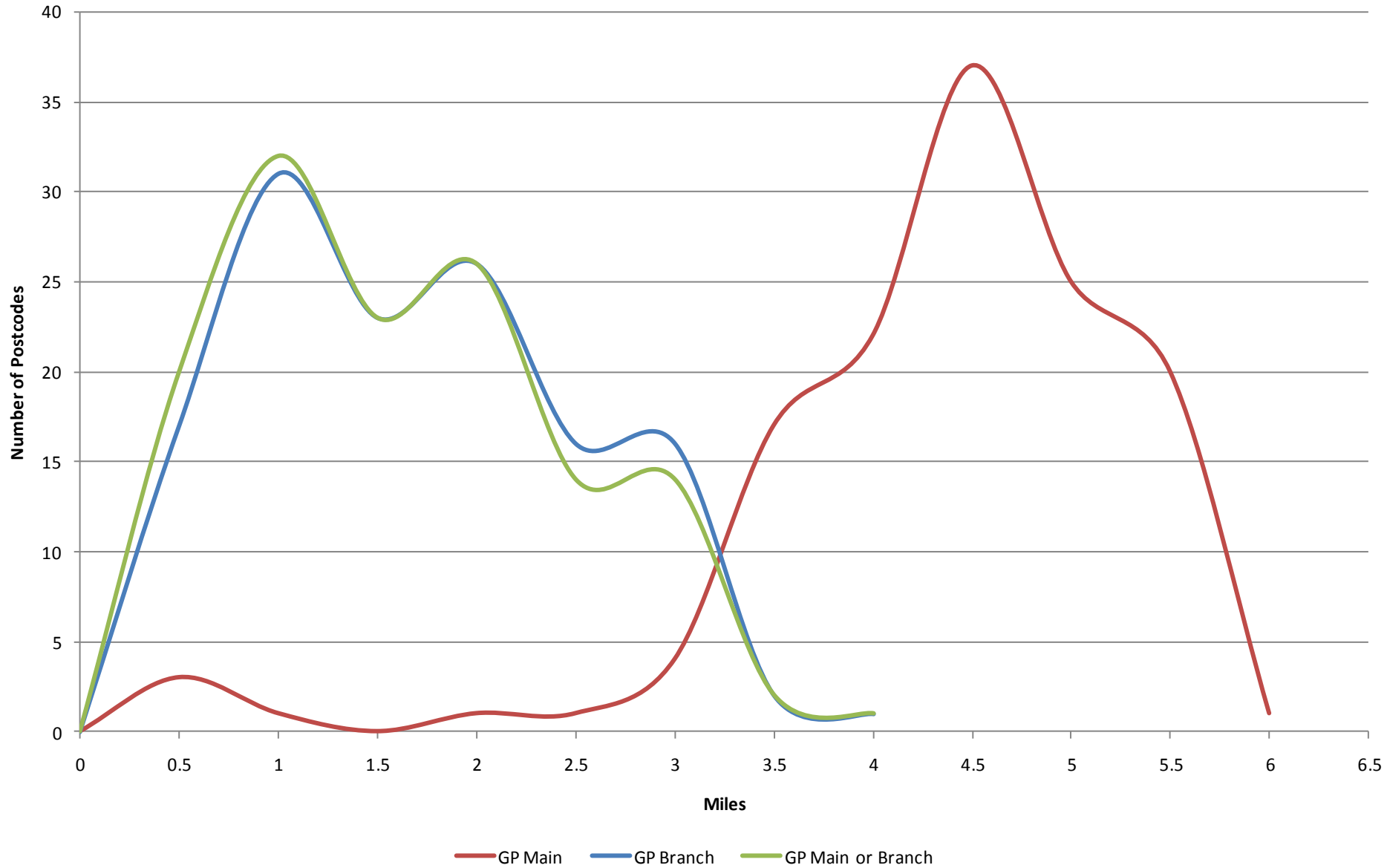
Frequency of Patients

Blackwater Medical Centre Travel Distance to GP Practices from CM9 4xx Postcodes



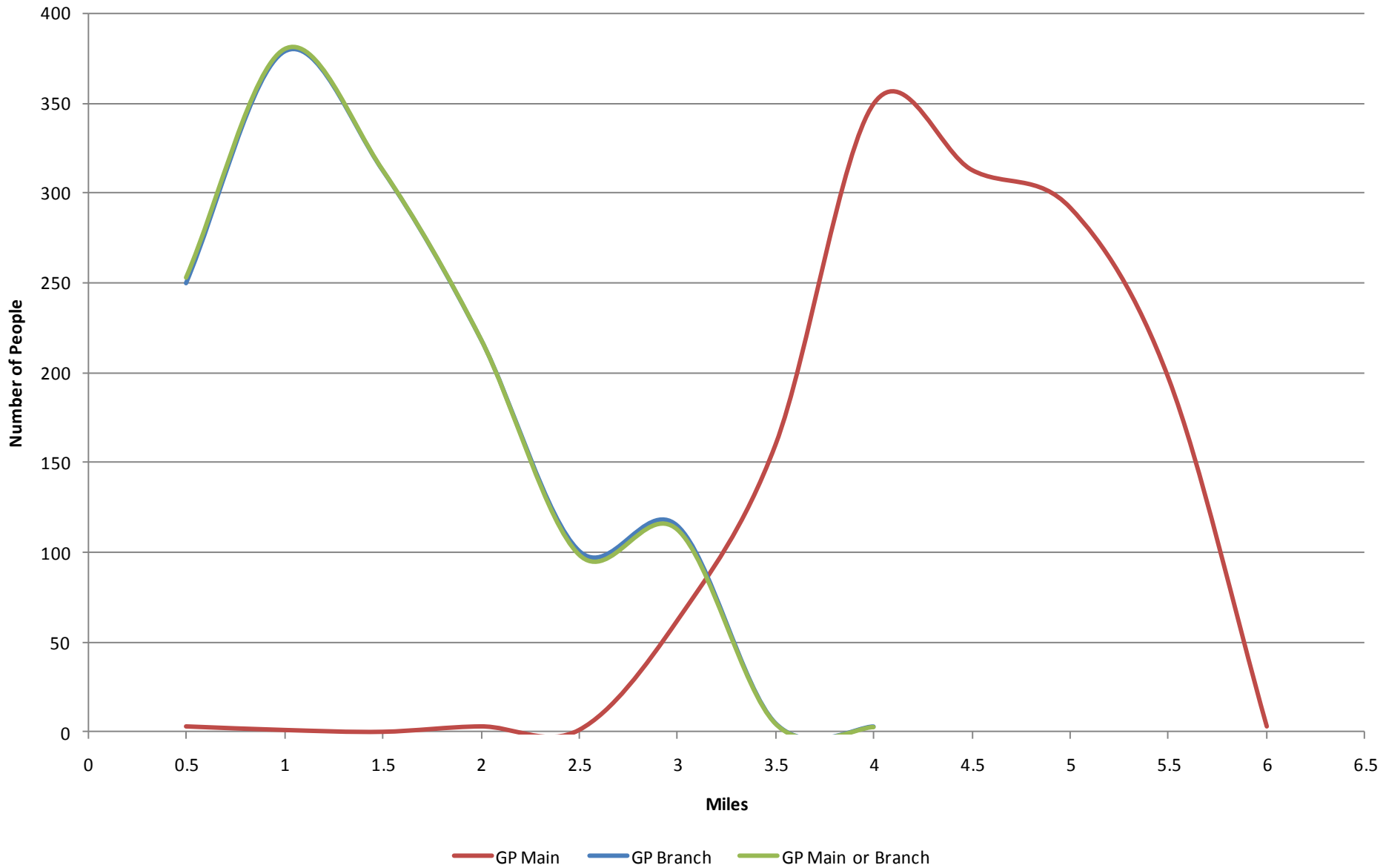
Frequency of Postcodes

Blackwater Medical Centre Travel Distance to GP Practices from CM9 8xx Postcodes



Frequency of Patients

Blackwater Medical Centre Travel Distance to GP Practices from CM9 8xx Postcodes



APPENDIX A

Interview with Mrs Janet Cloke, Chairperson of Maldon District

50 Plus Forum and Resident of Althorne

Wednesday 22nd September 2010

Mrs Cloke was asked if there were any issues regarding access to health services in her area and her response was as follows:

Mrs Cloke felt that the greatest issue for the Dengie Peninsular was access to transport and to illustrate the point, gave the following example:

Althorne Village is served by a bus, the 31X, and the route that it takes has been changed so that it now only stops in the lower part of the village. As most residents live in the top half of the village, having to walk to the bus stop at the bottom of the village if one is elderly or disabled is difficult or impossible because a steep hill is involved.

There are also other villages in the Dengie Peninsular that have similar issues and in some cases, no bus service at all.

Mrs Cloke went on to talk about phlebotomy services stating that there were five GP practices in the peninsular, three of which undertook phlebotomy services and two who didn't. She then pointed out that of the three practices that did, only patients on those particular practices' lists could avail themselves of the service. Patients who attended the two practices that didn't had to go to Burnham Clinic or St Peters Hospital in Maldon which was not easy if one was elderly or unwell. Within the three practices that did provide phlebotomy services, bloods were taken and then collected by van and taken to be tested making this easier for patients.

APPENDIX A cont...

Residents of the Dengie Peninsular were fortunate as they had 'One Place' which was situated in both Burnham and Southminster and run by the Dengie Project Trust. 'One Place' was an information and advice service available to all the community that answered questions and signposted people to appropriate services. They would even make phone calls on a persons' behalf and had introduced a 'One Stop' bus that provided the same service to villages in the area.

The Dengie Project Trust also provided a 'Home from Hospital Service' and through its 'Integrated Community Enablement Volunteer Team', a range of further services that included accompanying a person to their appointments, provision of car transport and short term support in household tasks for those with a health issue.

Mrs Cloke concluded the interview by stating that people in the Dengie Peninsular were generally well catered for because of the services they had fought for.

APPENDIX B

Interview with Mr Bryan Harker and Mrs Brenda Keighley,

Maldon District Councillors and residents of Heybridge

27th September 2010

Mr Harker and Mrs Keighley were asked if there were any issues regarding access to health services in their area and their response was as follows:

Mr Harker stated that he was relatively satisfied with the health services in his area and to illustrate the point gave the following examples:

Mr Harker felt that he might be experiencing a problem with his prostate and so went to see his doctor at a surgery located in Rowan Drive near where he lives which is a satellite surgery of The Blackwater Medical Centre practice. After seeing the doctor, a PSA blood test was requested and about a month later Mr Harker had a blood test at St Peters Hospital in Maldon. A few days later, he went to see his doctor again for the results who told him everything was in order.

Mr Harker also felt he was a little hard of hearing and so went to see his doctor again who arranged for him to have his ears syringed at the Blackwater Medical Centre practice. This he had done and an appointment was made to see a London based consultant at a local clinic who four weeks later informed Mr Harker that he needed a hearing aid. Two weeks later a mould for his hearing aid was made and now Mr Harker is awaiting a hearing aid test.

Mr Harker was particularly impressed with the satellite surgery opening times as he was able to get an appointment for 7.15am which allows patients to see their doctor before going to work.

APPENDIX B cont...

Mrs Keighley felt that when she talked to residents about health issues, the main problem was older people having to access certain clinics at Broomfield Hospital. One older person in particular said that they didn't go to see their doctor and when asked why they stated that the doctor would only send them to Broomfield Hospital and they were not able to get there.

Whilst some clinics can be accessed locally, for others, patients have to travel to Broomfield Hospital and if they are elderly or unwell, this involves taking three buses.

For those patients who do drive, parking at Broomfield Hospital is incredibly difficult. Mrs Keighley had experienced this personally when taking her husband to the Oncology department at the Helen Rollenson Unit which is part of Broomfield Hospital.

Not only was parking very difficult but Mrs Keighley also had problems accessing a wheelchair as there are not enough for those who need them.

Mrs Keighley's mother had unfortunately been a frequent visitor to Broomfield Hospital and on one particular occasion had been taken to Broomfield Hospital by ambulance. Her mother in this instance was discharged at 11pm and whilst Mrs Keighley was with her having taken her car, she felt she was unable to get her mother in the car to take her home. She asked for an ambulance to take her mother home and was told that an ambulance would be between one and six hours. Eventually and with help, she did manage to get her mother in the car.

Her mother had to go to Broomfield Hospital about nine times over a period of some months and on each occasion, although the health professionals she saw had her notes in front of them, she was constantly asked about the history and

APPENDIX B cont...

details of her illness. For an older person who is unwell and may be confused, this can be an unpleasant experience.

APPENDIX C

**Interview with Doctor Hamid Latif, GP, at The Burnham Surgery,
Chairman of Maldon Practice Based Commissioning Ltd and
former Elected Executive Board Member of Maldon and South
Chelmsford PCT (prior to its restructure as part of
Mid Essex PCT)
Wednesday 15th September**

Doctor Latif was asked if there were any issues regarding access to health services in his area and his response was as follows:

Doctor Latif felt that when centralisation of health services happened, there was a loss of communication between people who had worked alongside his GP Practice and to illustrate this gave the following example:

Before Maldon and South Chelmsford PCT was amalgamated to become part of Mid Essex PCT, services could be provided at a local level to suit the needs of the community. Doctor Latif recognised that older sick people were in the most need of help and through funding from the former PCT, a team headed by a Community Matron was introduced to impact upon this need. This team operated from the Burnham practice with great success and the team became the benchmark to aspire to.

The Community Matron was the 'architect' for the good practice and received a gold award for care of the dying.

Because of the work of the team, hospital admissions were reduced as were the number of telephone calls to 'out of hours' services which meant that the investment in the team could be offset by the cost savings realised through these reductions.

APPENDIX C cont...

When Maldon and South Chelmsford PCT became part of Mid Essex PCT, provider services within the PCT moved to become a separate organisation now called Central Essex Community Services (CECS) who under the pretext of re-organisation dismantled it.

CECS stated that there was inequity within Chelmsford, Braintree and Maldon regarding the number of community nurses and all the team operating from the GP practice were moved to a 'Hub' in Southminster without any consultation. The 'Hub' covered a much bigger area that included South Woodham Ferrers, Maldon and Burnham. This led to the nurses having to cover much bigger distances and with travel taking up a considerable amount of their time there was less patient contact. The three senior nurses including the Community Matron eventually resigned along with other former team staff members. There was such protest over the reconfiguration that an outside consultant Jane Kinnibrugh was commissioned to try and improve the service and some more funding was secured.

Currently, Doctor Latif does not know the nurses who go to visit his patients and is only allowed to communicate with them by fax. He then has to rely on the nurses phoning him back.

Doctor Latif then gave a further example regarding maternity care.

When the aforementioned team operated from his practice, included in it were a midwife and health visitor. Doctor Latif would see the pregnant woman initially and then introduce them to the midwife and health visitor who would then visit as needed. The system changed and now he does not even know which of his patients is pregnant. The midwife is booked through the surgery administration

APPENDIX C cont..

for pregnant patients and the midwife arranges visits without any liaison or communication with the doctor.

Doctor Latif concluded the interview by stating that when an older patient leaves hospital they quite often need intermediate care in the form of a step-down bed and when back in the community to be looked after by a local primary care team. The current situation is that there are very few step-down beds in the area (not very many at St Peters, the local community hospital), not enough physiotherapists or occupational therapists to assess patients with a view to deciding if they are fit to return home and no local team to look after them when they do.