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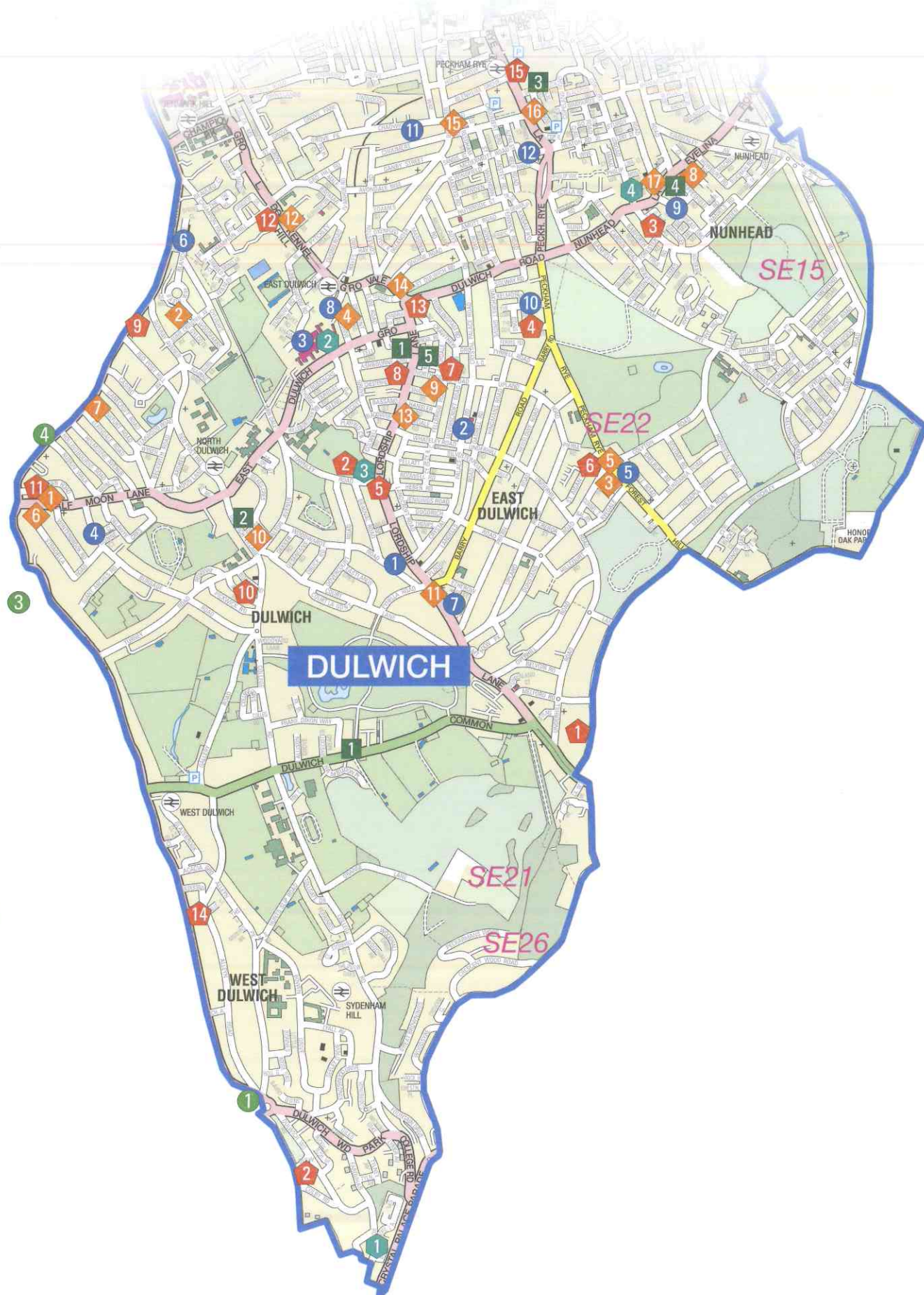
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Health services in the Dulwich area



GP Practices

- 1 **3-zero-6 Medical Centre**
306 Lordship Lane, SE22 8LY
Tel: 020 8693 4704
- 2 **Dulwich Medical Centre**
163 - 169 Crystal Palace Road, SE22 9EP
Tel: 020 8693 2727
- 3 **The East Dulwich Primary Care Centre**
Dulwich Community Hospital
East Dulwich Grove, SE22 8PT
Tel: 020 8693 1844
- 4 **Elm Lodge Surgery**
2 Burbage Road, SE24 9HJ
Tel: 020 7274 6138
- 5 **Forest Hill Group Practice**
1 Forest Hill Road, SE22 0SQ
Tel: 0844 477 3996
- 6 **The Hambleden Clinic**
Blanchdown, Denmark Hill, SE5 8HL
Tel: 0844 477 8726
- 7 **The Lordship Lane Surgery**
417 Lordship Lane, SE22 8JN
Tel: 020 8693 2912
- 8 **Melbourne Grove Medical Practice**
Melbourne Grove, SE22 8QN
Tel: 020 8299 0499
- 9 **Nunhead Surgery**
58 Nunhead Grove, SE15 3LY
Tel: 020 7693 2715
- 10 **The Surgery**
The Gardens, SE22 9QU
Tel: 020 8693 4715
- 11 **Isidore Crown Medical Centre**
60 Chadwick Road, SE15 4PU
Tel: 020 7639 9622
- 12 **Sternhall Lane Surgery**
12 Sternhall Lane, SE15 4NT
Tel: 020 7639 3553

Nearby Lambeth GP Practices

- 1 **Paxton Green Group Practice**
Paxton Green Health Centre,
1 Alleyn Park SE21 8AU
Tel: 020 8670 6878
- 2 **Norwood Surgery**
483 Norwood Road SE27 9DJ
Tel: 020 8670 1000
- 3 **Brockwell Park Surgery**
117 Norwood Road SE24 9AE
Tel: 020 8678 5400
- 4 **Herne Hill Group Practice**
74 Herne Hill SE24 9QP
Tel: 020 7274 3314

NHS Southwark Premises

- 1 **Bowley Close Rehabilitation Centre**
Bowley Close, SE19 1SZ
Tel: 020 3049 7700
- 2 **Dulwich Hospital**
East Dulwich Grove, SE22 8PT
Tel: 020 3049 8800
- 3 **Townley Road Clinic**
121 Townley Road, SE22 8SW
Tel: 020 3049 7470
- 4 **Consort Road Clinic**
221 Consort Road, SE15 3SB
Tel: 020 3049 7250

Pharmacies

- 1 **Brockwell Park Pharmacy**
7 Half Moon Lane, Herne Hill, SE24 9HX
Tel: 020 7274 3928
- 2 **Davis Chemist**
10 Crossthwaite Avenue, Camberwell, SE5 8ET
Tel: 020 7274 9902
- 3 **Day Lewis Pharmacy**
34 Forest Hill Road, East Dulwich, SE22 0RR
Tel: 020 8299 2707
- 4 **Day Lewis Pharmacy**
1 - 3 Melbourne Terrace, East Dulwich, SE22 8RE
Tel: 020 8693 1717
- 5 **Foster & Sons**
14 Forest Hill Road, East Dulwich, SE22 0RR
Tel: 020 8693 1548
- 6 **Fourway Pharmacy**
12 Half Moon Lane, Herne Hill, SE24 9HU
Tel: 020 7924 9344
- 7 **Herne Hill Pharmacy**
75 Herne Hill, Herne Hill, SE24 9NE
Tel: 020 7274 4591
- 8 **Kristal Pharmacy**
127 Evelina Road, Nunhead, SE15 3HB
Tel: 020 7639 2614
- 9 **Lloyds Pharmacy**
43 - 45 Northcross Road, East Dulwich, SE22 9ET
Tel: 020 8693 3652
- 10 **Rumsey Chemists**
47 Dulwich Village, SE21 7BN
Tel: 020 8693 2430
- 11 **Sadlers Pharmacy**
389 Lordship Lane, East Dulwich, SE22 8JN
Tel: 020 8693 4701
- 12 **Sainsbury's Pharmacy**
40 Dog Kennel Hill, Dulwich, SE22 8AA
Tel: 020 7733 6195
- 13 **Sogim Pharmacy**
115 Lordship Lane, East Dulwich, SE22 8HU
Tel: 020 8693 4848
- 14 **Vale Pharmacy**
104 Grove Vale, East Dulwich, SE22 8DR
Tel: 020 8299 1103
- 15 **ABC Pharmacy**
127 Bellendon Road, Peckham, SE15 4QY
Tel: 020 7639 6401
- 16 **Ropharm Chemists**
169 Rye Lane, Peckham, SE15 4TL
Tel: 020 7732 4560
- 17 **Sheel Pharmacy**
60 Nunhead Lane, SE15 3QE
Tel: 020 7639 0262

Ophthalmic Practices

- 1 **R. Woodfall**
46 Lordship Lane, East Dulwich, SE22 8HU
Tel: 020 8299 6622
- 2 **Roger Pope Opticians**
29 Dulwich Village, SE21 7BN
Tel: 020 8299 0230
- 3 **R Woodfall**
183 Rye Lane, Peckham, SE15 4TP
Tel: 020 7639 4520
- 4 **R Woodfall**
32 Nunhead Green, Nunhead, SE15 3QF
Tel: 020 7732 5658
- 5 **Paine & Hunter**
55 Lordship Lane, East Dulwich, SE22 8EP
Tel: 020 8299 1464

Dental Practices

- 1 **The Orthodontic Practice (Dr Burden)**
1 Wood Vale, SE23 3DS
Tel: 020 8693 3233
- 2 **Owen's Dental Practice (Dr Owen)**
142 Gipsy Hill, SE19 1PW
Tel: 020 8670 5604
- 3 **Massond Diahed (Dr Djahed)**
42 Linden Grove, SE15 3LF
Tel: 020 7639 3001
- 4 **Frost & Freedman (Dr Frost)**
178 Peckham Rye, SE22 9QA
Tel: 020 8693 4001
- 5 **Dr Curran (Dr Curran)**
1 Townley Road, SE22 8SW
Tel: 020 8693 4974
- 6 **Dr G Ighodaro (Dr Ighodaro)**
16 Forest Hill Road, SE22 0RR
Tel: 020 8299 0240
- 7 **Smile@SE22**
(Dr Mirferenderski)
43-45 Northcross Road, SE22 9ET
Tel: 020 8693 3339
- 8 **Dr A. R. Nadjafi (Dr Nadjafi)**
78 Lordship Lane, SE22 8HF
Tel: 020 8299 1334
- 9 **P. A. Norton (Dr Norton)**
179 Denmark Hill, SE5 8DX
Tel: 020 7274 0861
- 10 **Opie-Smith (Dr Opie Smith)**
112 Dulwich Village, SE21 7AQ
Tel: 020 8299 3533
- 11 **Half Moon Dental Centre (Dr Hopkins)**
1-3 Half Moon Lane, SE24 9JU
Tel: 020 7733 0011
- 12 **Sheriff (Dr Sheriff)**
3a Fellbridge House, Dog Kennel Hill, SE22 8BQ
Tel: 020 7095 9818
- 13 **Sida-Murray (Dr Sida Murray)**
65 East Dulwich Road, SE22 9AP
Tel: 020 8693 3056
- 14 **Dr P Williams (Dr Williams)**
82 Park Hall Road, SE21 8BW
Tel: 020 8265 9797
- 15 **Pakzad & Harunani (Dr Pakzad)**
10 Station Way Rye Lane, SE15 4RX
Tel: 020 7639 4422

This document outlines some thoughts about future health services for the Dulwich area. We are seeking your views about those ideas.

Introduction

The 2009 Consultation exercise 'Transforming Southwark's NHS' identified a number of priorities for the development of better health services in the borough. We followed this up in 2010 with four public locality workshops where participants discussed more local issues around health and health services. Since then a number of projects in the borough have been completed, and now the NHS in Southwark is looking more closely at the Dulwich area.

From 8th February 2012 to the 11th May 2012 there will be a three month period during which we will be engaging the people of Dulwich in detailed discussions about the future shape of health services in their area. This will build on previous work and place it in a present day context. We want to get the best possible combination of health services to meet the needs of residents in the Dulwich locality.

We are aware that people do not easily follow neat boundaries so we are taking a flexible view on how we define the Dulwich area. This is so that we can include views from people who might live slightly further away but who might well choose to use services in the Dulwich area. Equally, local GPs serve patients from a wider area than just Dulwich.

Much has changed recently, and in particular GPs and other clinicians are now increasingly leading the commissioning of health services in Southwark, and they have agreed that they want a focus on the Dulwich locality as a priority.

These early discussions are about improving health and health services, so at this stage we are not asking specifically about buildings, the transport infrastructure, or the use of the Dulwich Hospital site.

Later in the year there will be a formal consultation on how services should be provided and what buildings will be needed, once we have developed some more detailed options reflecting this period of engagement. This will include the future of the Dulwich Hospital site. If new or different buildings are needed to deliver services, we want to have developed a business case within eighteen months, and any completed building within three to four years.

Current context – so where are we now and what has changed?

In the 2009 consultation there was very clear support for improved services for the locality, based in a Health and Care Centre. However, since then a lot has changed – there is a different government with new health policies, a different council, an economic downturn, and there is huge pressure on public service budgets.

Most significantly, decisions about health services are increasingly made by GPs and their clinical colleagues, working as Clinical Commissioners.

In addition, some of the premises, including the existing Dulwich Hospital building, are in poor condition despite significant sums being spent on their maintenance over the past five to ten years. All health premises (including general practices) will be required to meet certain standards to ensure high quality services as part of their registration with the Care Quality Commission (CQC), the organisation that regulates health care providers, and some current local premises will struggle to do so. There are also some practices which do not have the space to expand as the population grows and the range of services they want to provide increases.

Current health services for the people of Dulwich

The Dulwich Locality is located in the south of the borough of Southwark, and is home to 75,000 people registered with over ten General Practices. The map on page 10 shows where those practices are located. Other primary care services are provided by pharmacists, dentists and opticians, operating from premises across the locality, and these too are located on the map.

Community services are provided in people's homes, in General Practices and at Dulwich Hospital, Townley Road Clinic and Consort Road Clinic – see table below.

Residents in the north of Dulwich also access some services outside the locality at the Lister Health Centre and Sunshine House, in the Camberwell/Peckham area.

People needing hospital services normally go to King's College Hospital, on Denmark Hill, which lies just outside the locality to the north-west.

The local Clinical Commissioners have reviewed service provision in the locality. They are concerned about the level of variability and would like to improve outcomes for patients. We also need to consider the distribution of primary care provision across the patch.

This is an opportunity to improve the range and quality of primary and community health services, and to explore how they can be improved through greater integration. This would improve patient experience and overall health outcomes. Local commissioners must also ensure services work well together and are affordable.



Dulwich Hospital	Townley Road	Consort Road
<ul style="list-style-type: none"> • Taking blood samples • Musculo-skeletal physiotherapy • Renal dialysis • GP Out-of-Hours • General Practice (GP Surgery) • Dulwich Helpline (a voluntary sector organisation) • Bladder & Bowel Service 	<ul style="list-style-type: none"> • District nursing clinics including leg ulcer clinics • Health visiting clinics- immunisations and health/ development checks • Speech and Language therapy • Foot health • Department for adults with learning disabilities 	<ul style="list-style-type: none"> • Health Visiting clinics- immunisations and health/ development checks • School Nursing clinics - immunisations and health/ development checks • Foot health

Summary of health status and needs of the local population

Dulwich, like the rest of Southwark, has a rich ethnic mix of people living in the area. It is less deprived overall than the rest of Southwark, although the area is very varied, with more affluence in the south and some pockets of significant deprivation in the north. There has been a very marked increase in the birth rate in the East Dulwich area.

Significant health issues for the locality are:

- Early (under 75 years) death rates in College, East Dulwich, Peckham Rye, South Camberwell and Village wards are similar to the England average. Early death rates are particularly high in Nunhead ward. For males, early death rates are also high in The Lane.
- The early death rate from cardiovascular disease is higher than the England average in the North East of the area – towards Nunhead, Peckham Rye and The Lane.
- Early death rate from cancer is high in two wards – Nunhead and College.
- As elsewhere in the borough, there are many people with long term conditions (eg, high blood pressure, diabetes, coronary heart disease and chronic obstructive pulmonary disease).
- There are also many people with long term conditions that have not been detected yet (eg, high blood pressure and diabetes).
- As elsewhere in the borough, there is great variation between GP surgeries in the extent to which they achieve good treatment outcomes for their patients with long term conditions.
- In Southwark, there is projected to be an increase in the number and proportion of older people (65 years and older) living in the borough.



Building on the work we have already completed

In the 2009 consultation people across the borough supported the idea of more integrated services in the community, with enhanced primary and community services.

Respondents answering specific questions about Dulwich said they wanted access to the following services locally:

- Diagnostics including x-rays, scans and blood taking
- Community and social care services including mental health
- Services for people with urgent needs
- Management of long term conditions
- Comprehensive general practice provision/ primary care services
- Out-patients including ante-natal and post-natal care

People also said they thought that the following things were important to them:

- Prevention and early intervention
- Clinical Quality and Safety
- Easy appointment systems and convenient opening hours
- Accessible – less travelling around for services
- Better communication with patients



As we are all aware, since 2009 there has been significant pressure on public sector funding. We will need to be assured that any changes are effective, represent good value, and that they are appropriate for local needs. In this context we also need to consider the following:

- 'Affordability', so we will have to look at the relative costs of services and where they are provided;
- Meet the needs of the local population, both in terms of capacity/quantity, and the kind of services required.
- Identifying ways of improving the efficiency of services and the patient experience, both through exploring the possible co-location of services and through avoiding duplication.



Finally, we are reviewing the strategy for intermediate care, and the outcomes of that review will feed into the plans for the locality. Intermediate care comprises a range of time-limited health and social care interventions for residents, often older people, to promote faster recovery from illness, unnecessary admission to and timely discharge from hospital, and to maximise their chances of remaining independent and in their own homes.



What do we want to talk to you about?

We specifically want to use this engagement to talk with you about the services you want to access at your – (or a neighbouring) – general practice or at a local centre or 'hub'. We want to show how the priorities you have identified are reflected in this service redesign.

We also want to talk with you about how some innovative and integrated services might be provided for the local population.

We want to make sure that the services we commission for the people of Dulwich represent the best combination within the resources we have.

So what are the ideas?

High Quality Primary and Community Health Services

General Practices

- A consistently high standard of service provision
- Prevention and screening systems and services e.g. immunisations, cervical screening and health checks
- Long term conditions care
- Accessible and convenient services
- Premises that meet the required standards
- Good access to District Nurse and Health Visitor Teams

Other services which might be available at a neighbouring practice could be:

- Access to some simple diagnostics – eg Blood taking (phlebotomy) where this is affordable and will improve patient experience
- A wider range of clinics

Integrated ante-natal, postnatal and first year of life care – in response to the increasing number of young adults in the area

- There is a high birth rate in East Dulwich, with increasing demand for services for young families
- There is the potential to develop an integrated midwifery/health visiting service providing a range of support and advice to women during pregnancy and while their babies are small (eg breastfeeding).
- This could be a service for well women during their pregnancy and well children offering clinical oversight, support and advice up to a child's first birthday and would improve accessibility for local patients
- It would not duplicate the specialist services offered from Sunshine House
- There would be the potential to develop supportive relationships with patients over a period of time

Services for people with urgent care needs

- General practice remains the provider for the vast majority of urgent needs that do not require a trip to hospital, provided they are accessible.
- More serious illnesses and injuries require a wider range of expertise and diagnostics, so the current plan is that urgent care will be located alongside A&E departments or where there is diagnostics and the right medical back-up. Modern digital x-ray facilities are available at Kings and Guys and St Thomas and are able to undertake the widest range of images of all levels of complexity.
- SELDOC provides GP out-of-hours services to the residents of Lambeth, Southwark and Lewisham, and their main base is at Dulwich Hospital. We are currently developing Urgent Care Centres across Lambeth Southwark and Lewisham which will be located alongside existing A&E departments or Minor Injury Centres. These will be at King's, Lewisham, Guy's and St Thomas'. We will need to consider the implications of the service SELDOC provides in the light of these changes. Although convenient for local residents, it is less easy for people from further away to get to. There is evidence to say that locating primary care alongside Urgent Care Centres and A&E departments will improve overall services to patients.

Services in support of primary care, and for people at home

There are a range of services which if provided locally would enable more people to stay out of hospital and would support their GPs in looking after them. Elsewhere in the UK there are some good models we can explore.

Some ideas we are keen to get your views on are:

An Integrated Long Term Conditions (LTC) Service (diabetes, heart disease, respiratory/lung disease)

- There are an increasing number of people with long term conditions which need ongoing monitoring and care;
- Co-locating a number of LTC services could provide better services for the increasing number of people with more than one condition
- LTCs are increasingly managed in primary care with specialist input where required.
- Local services could improve accessibility for patients, with potentially shorter waiting times
- This service could be supported by some diagnostics – eg lung function tests, Electro-cardiograms (ECGs), and blood testing;
- An integrated service could provide ‘one stop shop’ support for this group of people by allowing them to access services in one place, and to access a range of additional services. This could include physiotherapy, Occupational Therapy and equipment stores, nutrition support, social support etc.
- These could be very valuable for a group of people who are often less mobile
- The support services could also provide support to Intermediate Care services provided locally
- A local service could liaise better with local practices

Out patients

- There are currently a few out-patient services located in community settings in Southwark (Headache, Dermatology (skin) complaints and ENT (Ear Nose and Throat) clinics).
- However, there is a real opportunity for the provision of clinics related to long term conditions (eg heart and lung disease, diabetes).
- There may be other opportunities as well, particularly for those specialties which do not require complex or high cost equipment found in hospitals
- Out-patient services which do need complex or high cost equipment for examination and diagnostics are often not cost effective to provide in smaller units.
- We currently have direct access to ultrasound provided in the community, and this could be provided in the Dulwich area. However, we need to be certain that direct access from general practice to diagnostics improves the patient pathway and represents good value.

Elderly Care services

- The Betty Alexander Service has moved to King's College Hospital where it is close to a range of diagnostic and treatment expertise;
- However, for people needing less intensive or on-going care, there is the potential to align existing services (eg physiotherapy and occupational therapy) more closely with long term services and the intermediate care / rehabilitation services. Patients could then access a similar group of therapies.
- Dulwich Helpline is a voluntary sector organisation which provides volunteer befrienders to people who are frail and elderly. They run both groups and one-to-one support. This service might sit well alongside services for older people and those with long term conditions.

Services in people's homes

Some district nursing and health visiting services are provided in people's homes.

We want to extend the services provided in people's homes, and have recently invested £2.3m to provide intermediate care services for the population of Southwark:

Intermediate Care – a time-limited range of health and social care services mainly for older people which aim to:

- Promote faster recovery from illness
- Prevent unnecessary admission to hospital
- Support timely discharge from hospital
- Prevent premature need for long term residential care
- Maximise the chances of remaining independent.

They include – existing services:

- Rapid response – rapid health and social care assessment and access to short term support to help them stay at home instead of being admitted to hospital
- Short term rehabilitation in a residential setting for people no longer requiring 24 hr access to consultant medical care
- Support for people coming out of hospital
- Neuro-rehabilitation team providing support for people after strokes and other longer term neurological conditions
- Adult Community rehabilitation – support for people after they have had a fall.

And new services:

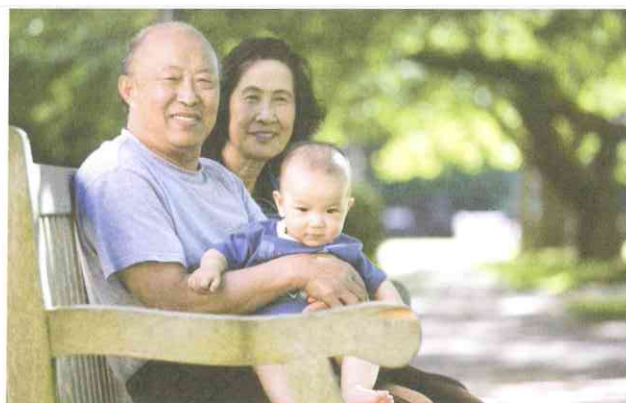
- Virtual ward – multidisciplinary teams working in the community to prevent emergency admissions to hospital. They focus on the most vulnerable and frailest people in the community and is currently being piloted in North Southwark and South Lambeth.
- Enhanced stroke care – six month review
- Enhanced rapid response
- Enhanced social care response – fast track reviews and support packages, including handyperson support and 'blitz' cleans

Other services currently available locally

There are also some other services currently provided locally:

Renal Dialysis

King's College Hospital have confirmed that the unit at Dulwich Hospital is very busy, and that they will be want to continue to provide this service locally in the Dulwich Locality.



What opportunities are there for you to be involved?

We are keen to talk to as many people as possible. If there are any groups you belong to who would like to discuss these ideas we would be happy to come along.

We will be running discussion groups and there will be a public meeting towards the end of April.

Further information and a link to the electronic survey will be available at:

www.southwarkpct.nhs.uk

You can also contact us for further copies of this document and the paper survey and further information:

Email

southwark.communication@southwarkpct.nhs.uk

Telephone

020 7525 7888



Southwark

Developing health services in the Dulwich area

NHS Southwark is developing plans for health services in the Dulwich area. We want to hear the views of people using health services in the area. We are aware that people do not easily follow neat boundaries so we are taking a flexible view on how we define the Dulwich area. This is so that we can include views from people who might live slightly further away but who might well choose to use services in the Dulwich area.

**Please fill in the questionnaire
and post to (no stamp needed):**

Communications and
Engagement Department
FREEPOST RSCY-ACYH-CAZL
Hub 5, 1st Floor
Southwark BSU
NHS South East London
PO Box 64529
London SE1P 5LX

Or fill in the questionnaire online at
www.surveymonkey.com/s/healthindulwich

1. Do you live in

☐ SE5

☐ SE15

☐ SE21

☐ SE22

Other (please specify)

General practice

Many local patients fill in the National GP Patient Survey, so we have some information about the experiences of local patients. However we would like to explore your views further of local health services.

2. Which GP practice are you registered with?

☐ 3-Zero-6 Medical Centre

☐ Forest Hill Group Practice

☐ Nunhead Surgery

☐ Brockwell Park Surgery

☐ Hambleton Clinic

☐ Paxton Green Surgery

☐ DMC Chadwick Road

☐ Herne Hill Group Practice

☐ Sternhall Lane Surgery

☐ DMC Crystal Palace Rd

☐ 417 Lordship Lane Surgery

☐ The Gardens Surgery

☐ East Dulwich Primary Care Centre (Dr Sarma)

☐ Melbourne Grove Medical Practice

☐ Not registered with a GP practice

☐ Elm Lodge Surgery

☐ Norwood Surgery

Another GP Practice

3. When did you last see or speak to a GP or nurse from your GP Practice?

☐ In the past 3 months

☐ Between 6 – 12 months ago

☐ I have never seen a GP or nurse from my practice

☐ Between 3 – 6 months ago

☐ More than 12 months ago

4. Thinking about your last visit to your practice, how would you rate your experience in terms of:

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor
Accessing your GP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clinical care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Premises	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any comments ?

5. What works well and what should we keep?

6. What do you think could be done better?

7. Any other comments about our ideas on General Practice?

Integrated antenatal, postnatal and first year of life care

8. Do you, or does anyone close to you have (or about to have) a very young family (children under 3)?

☐ Yes ☐ No

9. Which of the following antenatal services have you used in the past 4 years, and how do rate the service?

	No	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor
Midwife support at GP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Midwife support at hospital	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support from GP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scans and hospital care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parentcraft classes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any comments ?

10. Which of the following postnatal services have you used in the past 4 years, and how do you rate the service?

	No	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor
Midwife follow up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health visitor support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Breastfeeding support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Baby clinics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advice e.g. sleep, weaning etc	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any comments?

11. Thinking about antenatal and postnatal services, what works well and what should we keep?

12. What could be better about care through pregnancy and the first year of your child's life?

13. Do you have any comments about the ideas for an integrated ante and post natal service that are in the document?

Accessing Urgent Care Services

14. Most practices in the area now offer extended opening hours. Have you ever made an appointment in these hours?

	Yes	No	Unaware of service
Early mornings (before 8am)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Early evenings (after 6.30pm)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weekends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. Have you visited the SELDOC Out of Hours Service for Lambeth, Southwark & Lewisham based at Dulwich Hospital in the past two years?

☐ Yes

☐ No

Any comments about the premises

16. Any comments on the idea to locate out of hours GP services closer to local A&E departments or Urgent Care Centres?

Long term conditions care and health support for elderly people

17. Do you or does any adult close to you have long term illness or health care support needs?

- ☐ Yes, I have a long term illness
 ☐ Yes, I am close to someone with a long term illness
 ☐ Yes, I am a carer
 ☐ No

18. Can you tell us which long term conditions?

- ☐ Diabetes
 ☐ COPD/asthma/lung condition
 ☐ Heart disease
 ☐ Other

Other (please specify)

19. Which services have you, or the person you are close to, accessed in the past year? If you have accessed a service please tell us how you rate the service.

	No	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor
Kings outpatients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support from GP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support from Practice nurse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social care support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Occupational therapy / equipment provision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physiotherapy / exercise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nutrition / dietetics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Foot health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Psychology / counselling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any comments?

20. Do you think that you, or the person you care for, has enough support managing their long term illness?

- ☐ Yes, definately
 ☐ No
 ☐ Don't know / can't say
- ☐ Yes, to some extent
 ☐ I haven't needed much support

Any other comments about support received?

21. Thinking about the present service, what do you think works well, that we should keep?

22. What do you think could be done better?

23. Is there anything else you would like to add to the ideas for these services that are in the document?

Intermediate care services for older people in their own homes

24. Do you, or does any older adult close to you receive intermediate care services at home? (these are the services described in question 25)

☐ Yes, I do ☐ Yes, close family member does ☐ Yes, close friend does ☐ No

25. What services have you, or the person close to you, accessed in the past six months? If you have accessed these services how would you rate them?

	No	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor
Support at home instead of admission to hospital	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support coming out of hospital	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support at home following a stroke	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support at home after a fall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Short term support in a residential setting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any comments?

26. Thinking about these services what do you think works well that we should keep?

27. What do you think could be better?

28. What do you think about our ideas for intermediate care services?

29. Is there anything you would like to add about services provided in people's homes?

Further comments and suggestions

30. Do you have any further comments or suggestions about the ideas outlined in the document or about health services in the Dulwich area?

About you

It would be helpful if you could tell us a bit about yourself, to ensure we are speak with a wide range of people in the local community. This also ensures that we comply with the Equalities Act 2010.

31. Your gender

☐ Male ☐ Female ☐ Transgender ☐ Other

32. Your age

☐ Under 18 ☐ 35 – 44 ☐ 65 – 74
☐ 18 – 24 ☐ 45 – 54 ☐ 75 – 84
☐ 25 – 34 ☐ 55 – 64 ☐ 85 or over

Continued over

33. How do you define your ethnic origin?

- | | |
|---|--|
| <input type="checkbox"/> White – British | <input type="checkbox"/> Asian or Asian British – Bangladeshi |
| <input type="checkbox"/> White – Irish | <input type="checkbox"/> Asian or Asian British Any other background |
| <input type="checkbox"/> White – Any other background | <input type="checkbox"/> Black or Black British – Caribbean |
| <input type="checkbox"/> Mixed – White & Black Caribbean | <input type="checkbox"/> Black or Black British – African |
| <input type="checkbox"/> Mixed – White & Black African | <input type="checkbox"/> Black or Black British – Any other background |
| <input type="checkbox"/> Mixed – White & Asian | <input type="checkbox"/> Other Ethnic Groups – Chinese |
| <input type="checkbox"/> Mixed – Any other mixed background | <input type="checkbox"/> Other Ethnic Groups – Any other group |
| <input type="checkbox"/> Asian or Asian British – Indian | <input type="checkbox"/> Would prefer not to state |
| <input type="checkbox"/> Asian or Asian British – Pakistani | Other (please specify) |

34. How would you describe your sexual orientation?

- | | |
|--|--|
| <input type="checkbox"/> Heterosexual / straight | <input type="checkbox"/> Bisexual |
| <input type="checkbox"/> Gay / lesbian | <input type="checkbox"/> Would prefer not to state |

35. What is your marital status?

- | | |
|--|--|
| <input type="checkbox"/> Married or in civil partnership | <input type="checkbox"/> Divorced / separated |
| <input type="checkbox"/> Living with partner | <input type="checkbox"/> Would prefer not to state |
| <input type="checkbox"/> Single | |

36. What is your religion?

- | | |
|------------------------------------|--|
| <input type="checkbox"/> Atheist | <input type="checkbox"/> Hindu |
| <input type="checkbox"/> Agnostic | <input type="checkbox"/> Sikh |
| <input type="checkbox"/> Christian | <input type="checkbox"/> Buddhist |
| <input type="checkbox"/> Catholic | <input type="checkbox"/> Would prefer not to state |
| <input type="checkbox"/> Muslim | Other (please specify) |

37. Do you consider yourself to have a disability?

- | | |
|---|--|
| <input type="checkbox"/> Yes, registered disabled | <input type="checkbox"/> No |
| <input type="checkbox"/> Yes, but not registered disabled | <input type="checkbox"/> Would prefer not to state |

Thank you for taking the time to share your views. If you would like to receive updates about health services in Dulwich please contact Southwark Communication at southwark.communication@southwarkpct.nhs.uk or 020 7525 7888. Alternatively please look out for updates at www.southwarkpct.nhs.uk