

GP Registration Project Yorkshire & the Humber

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GP Registration Audit Project – Yorkshire and The Humber Region

1 Introduction

As members of the general population, offenders need to be integrated into mainstream health services and in terms of customer care, should receive the same level of service as non offenders from GPs and other health providers. The views of offenders as service users should be taken seriously and help to shape and inform the services they receive from health and criminal justice agencies.

The experiences and perceptions of offenders in this research suggest that there is significant work to do:

“I said that I had come out of prison. They said that they couldn’t take me”

“They say that they are full”

“I was excluded as the GP was also the prison GP and he knew me”

“I have been excluded in the past because they told me I was an attention seeker”

2 Context

The links between health and crime are well documented. There is a move within regional criminal justice systems and Primary Care Trusts to work together when considering the needs of offenders, both as part of the resettlement agenda for prisoners, and as part of providing resources in the community.

The leading document that provides a context for this work is the Government’s report “Our health, our care, our say”. This White Paper sets out proposals for the way that GPs will be expected to work in the future, particularly with local government services and partnership organisations. In the context of working with offenders the White Paper highlights the need for GPs to extend their availability to currently excluded groups:

“...we will ensure that people with particular needs get the services they require – young people, mothers, ethnic minorities, people with disabilities, people at the end of their lives, offenders and others”

“Our health, our care, our say” p102

A key aim of the White Paper is to ensure that services are delivered closer to home. For offenders this would mean a relevant range of services provided in the locality where they are living, for example access to methadone or counselling. A way that this could be developed is via the proposal to have

GPs with special interests (GPwSIs). It would follow that contracts could be negotiated with GPs who have a specific interest in working with offenders, giving the opportunity for partnerships to be developed with particular surgeries where offenders would be accepted or where GPs could run outreach sessions in probation offices. This could follow the current example of identified GPs working with Probation Approved Premises, although the fact that some Approved Premises pay for this service does raise the question why, when residents ought to be able to access the same health services as other members of the community and potentially this is an unrealistic experience of health provision.

Another context for this work is the development of the services offered by GPs. By randomly typing the name of a West Yorkshire practice surgery into a search engine it revealed the following clinics in addition to the more traditional surgical aspects of work: Dermatology clinic, counselling service, diabetic clinic, asthma clinic, exercise treadmill testing, gymnasium, healthy heart clinic, well woman clinic. (www.thewhiterosesurgery.co.uk).

The White Paper highlights;

“...the obligation of PCTs to provide up to date authoritative information to the public on whether a practice is open for new patients, the range of services it offers, its opening hours.”

“Our health, our care, our say” p61

The White Paper continues:

“Registration is not an end in itself”

“Our health, our care, our say” p69

And goes on to stress the importance of the standard of care and the time in which patients can be seen. The report suggests that setting targets has largely ended the problem of people waiting a week or more to see a GP and sets out future targets to enable patients to consult a GP within 48 hours and have the opportunity to book appointments in advance.

Again this raises the need for staff and offenders to have access to knowledge on local surgeries via a variety of formats and for staff to negotiate to ensure that this new GP contract is maximised by offenders.

The needs of offenders are particularly highlighted in the White Paper:

“joint working between the health and criminal justice systems offers real potential to reduce health inequalities and crime... local health and criminal justice commissions should ensure that health and social care interventions are accessible to offenders”

“Our health, our care, our say” p102

This recognition of offender needs is a valuable negotiating tool for Probation Services and Crime and Disorder Reduction Partnerships to argue that the health needs of offenders should be met as a key aspect of social inclusion, and should be an integral part of health provision. As such, offender health needs should be adequately reflected within Local Area Agreements.

The White Paper develops ideas for a health assessment which the Government has identified as an NHS “Life Check”. This will be made up of an initial assessment for people to complete themselves leading to specific support and action or specialist diagnosis. There is scope for this “Life Check” to be built into current assessments used by Probation. There is recognition that this would only be effective if services were available to meet the identified needs.

There are also proposals for health trainers to link with an individual to look at what action can be taken to improve their health. Again, in terms of integrated services, it would be appropriate for each probation office to have its own designated health trainer and in turn for those health trainers to have an understanding of the needs of offenders.

In terms of regional aspects of the White Paper, projects in Hull, Doncaster, Huddersfield and Bradford are highlighted as examples of good practice. In Hull this is the Looking Good, Feeling Good programme running outreach health sessions, in Doncaster the Green Gym Project is a project running an allotment, in Huddersfield there is a nurse practitioner led outreach service focusing on the Deighton Ward and in Bradford the general practitioner with a special interest service is being used for at least 60% of all GP referrals. It is suggested that, if it has not already happened, that Probation is represented on the relevant steering groups of these projects.

It is also important to note that Yorkshire and The Humber has areas with significantly fewer GPs per person than the national average of 57.9 GPs per 100,000 people – Doncaster West PCT has 44.2, Doncaster East PCT has 45.0, Barnsley PCT has 46.4 and North Kirklees PCT has 46.9.

3 Audit Design

The researcher found herself in the unusual position of inheriting data from the work in Yorkshire and Humberside. The reality of this was that she had not been part of the data collecting process or any aspects of the design of

the questionnaire and in hindsight there was potential for more open, qualitative questions.

4 Ethical Issues

It is important to be sensitive to the potential for identification of offenders by virtue of the GP surgery that they visit. This is particularly the case in rural areas. Each offender gave their consent to participate in the work and this consent form has been kept on record.

The aim and overall objectives of the work are to gain an understanding of:

- How many offenders in contact with Probation in Yorkshire and the Humber area are currently registered with a GP?
- What are the health and social care issues of these offenders whether currently registered or not?
- What are the issues that may prevent offenders from registering with a GP?
- To gain an understanding of the demographics of the group, in particular issues relating to age, ethnicity, gender and geography. There is a particular emphasis on the ethnic make up of this group.
- Use the information gathered to develop ways of encouraging offenders to register with a GP
- To assist the region in developing strategies for improving offender health.

5 Project Timescale

Offender Managers agreed to complete the questionnaire with those reporting to them over the course of a particular week in September and October 2006. Two of the four Probation Services chose to conduct the interviews in the same week, but the data was successfully collected over a three week period.

In terms of data analysis, quantitative data was collected using single and double transfer coding entered into analysis software. Additional filtering of information was undertaken to determine specific links between particular groups. It was important to keep returning to the objectives of the audit to ensure that the results met the requirements.

6 Process Issues

The original plan for the work was for the interviews to be conducted by volunteers. This then progressed to the suggestion that students from local universities become involved and conduct the interviews. However, both of

these proposals did not materialise, which led to the decision being taken for Offender Managers to complete the questionnaires with offenders. It would appear that the time taken in reaching this decision meant that time was lost in being able to successfully promote the work within districts, or for staff to comment on the questionnaire design. **For example there are no returns at all from any Probation Offices in Sheffield and the questionnaire used by North Yorkshire appeared to be an earlier draft and did not include some questions.**

Once the decision had been made, a co coordinator was appointed in each area and staff were issued with guidance notes and relevant consent forms. A laminated poster was produced in a user friendly format in order to promote the work. It would appear that in terms of completed forms, the importance of the role of administration officers was seen as a vital part of encouraging offenders to complete the forms in reception areas, or prompting offender managers to complete the forms.

Whilst the work required Offender Managers to interview offenders, and the questionnaire was designed as such, there were clear examples where offenders would have been given the forms to complete by themselves. For some of them this proved too difficult a task, whilst some were given wrongly photocopied forms.

This resulted in 3 questionnaires being rejected completely. There were further questionnaires where offenders stated that they saw a GP once a week, once a month, or more than 8 times a year, but then went on to say that they did not have an ongoing health problem. These cases would have benefited from intervention to assist with clarifying the position and helping to provide accurate information. They have been included in the responses as they provide indications of whether respondents are registered with their GPs.

7 Analysis and Findings

1072 questionnaires were analysed in the audit, 431 from West Yorkshire (5.3% of their caseload), 216 from South Yorkshire (3.0% of their caseload) 203 from North Yorkshire (7.6% of their caseload) & 222 from Humberside (7.2% of their caseload).

7.1 Demographics

7.1.1 Age

Frequency										
Age	H	%	NY	%	SY	%	WY	%	All	%
16-25	93	45.1	94	46.5	84	38.2	167	40.0	438	41.9
26-35	65	31.6	50	24.8	83	37.7	130	31.1	328	31.4
36-50	43	20.9	49	24.3	47	21.4	94	22.5	233	22.3
51-65	5	2.4	9	4.5	5	2.3	26	6.2	45	4.3
65+	0	0.0	0	0.0	1	0.5	1	0.2	2	0.2
Total	206		202		220		418		1046	

The age categories used for respondents in the questionnaire did not coincide with the age bandings used by Probation Areas except for West Yorkshire where there was an over representation of 16 – 25 year olds (40% in the survey compared to 29.5% in the survey) and an under representation of 36 - 50 year olds.

7.1.2 Ethnicity

Ethnicity	Frequency									
	H	%	NY	%	SY	%	WY	%	All	%
White British	204	97.6	185	96.4	199	94.8	351	82.8	939	90.7
White Irish			1	0.5	1	0.5	2	0.5	4	0.4
White Other	1	0.5	3	1.6	1	0.5	1	0.2	6	0.6
Mixed White and Black Caribbean			1	0.5	3	1.4	7	1.7	11	1.1
Mixed White and Black African							2	0.5	2	0.2
Mixed White and Asian							4	0.9	4	0.4
Mixed Other			1	0.5			2	0.5	3	0.3
Asian or Asian British Indian							6	1.4	6	0.6
Asian or Asian British Pakistani	1	0.5					34	8.0	35	3.4
Asian or Asian British Bangladeshi							2	0.5	2	0.2
Asian or Asian British Other							2	0.5	2	0.2
Black or Black British African							2	0.5	2	0.2
Black or Black British: Caribbean					2	1.0	4	0.9	6	0.6
Black or Black British: Other							4	0.9	4	0.4
Chinese									0	0.0
Other Ethnic Group	3	1.4	1	0.5	4	1.9	1	0.2	9	0.9
Total	209		192		210		424		1035	
Not Specified	13		11		6		7		37	

The breakdown of respondents by ethnic group was not available for South Yorkshire's caseload. The figures for the other 3 Probation Areas were roughly in line with caseload figures.

7.1.3 Gender

Gender	Frequency									
	H	%	NY	%	SY	%	WY	%	All	%
Female	14	6.3	36	17.7	37	17.1	60	14.2	147	13.8
Male	208	93.7	167	82.3	179	82.9	363	85.8	917	86.2
Total	222		203		216		423		1064	
No Response							8		8	

There was a slight over representation of females in the survey compared to caseload in North Yorkshire (11.8% of caseload) and South Yorkshire (10.9% of caseload) and an under representation of females in Humberside (9.4% of caseload).

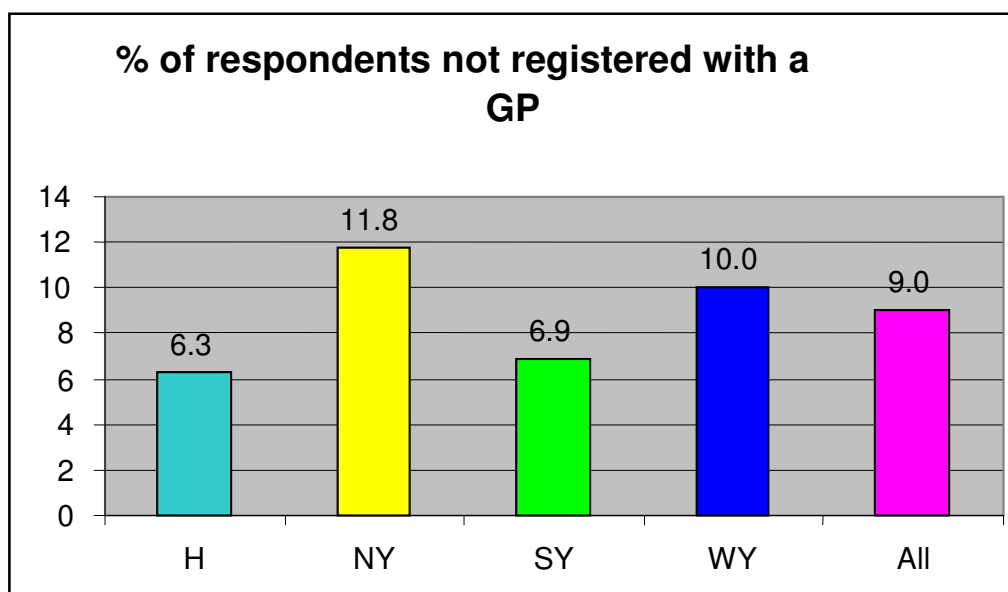
Seventy three of the 147 women in the survey see themselves as having an ongoing health need. This figure of 49.7% is significantly higher than that for men – 32.5%.

Thirty four of the 147 (23.1%) women in the survey identified themselves as having an ongoing mental health problem compared to 8.8% of male respondents.

7.2 GP Registration

7.2.1 Number of respondents registered with GPs

Registered with GP	H	%	NY	%	SY	%	WY	%	All	%
No	14	6.3	24	11.8	15	6.9	43	10.0	96	9.0
Yes	208	93.7	179	88.2	201	93.1	388	90.0	976	91.0
Total	222		203		216		431		1072	



7.2.2 Characteristics of those not registered with a GP

Age

The age group with the highest level of non registration was 26-35 year olds with 10.4% non registration. The other age group with above average non registration was 16-25 year olds (9.1%).

Ethnicity

9.3% of the overall sample were from an ethnic minority. This is almost exactly reflected in the number of non registered respondents from ethnic minorities – 9 out of 96 (9.4%).

Gender

93 men (10.1%) in the sample were not registered with a GP compared to 3 women (2.0%).

Geography

The percentage of those not registered with a GP varied from 6.3% (14 people) in Humberside through 6.9 % (15 people) in South Yorkshire to 10% (43 people) in West Yorkshire to 11.8% (24 people) in North Yorkshire. The non registration figure for North and West Yorkshire are significantly higher than those in Humberside and South Yorkshire as well as the non registration figures from a similar survey in the North East.

The level of non registration for each of the Probation offices taking part in the survey is set out in the table below.

Non Registered Respondents by PCT

PCT	Non registered respondents	Total respondents	% non registered
Barnsley	5	105	4.8
Bradford & Airedale	14	121	11.6
Calderdale	8	73	11.0
Doncaster	8	97	8.2
East Riding	1	17	5.9
Hull	8	92	8.7
Kirklees	6	57	10.5
Leeds	12	115	10.4
North East Lincolnshire	1	44	2.3
North Lincolnshire	4	69	5.8
North Yorkshire & York	24	203	11.8
Rotherham	2	14	14.3
Sheffield	N/A	N/A	N/A
Wakefield	3	65	4.6

Non Registered Respondents by Probation Office

Probation Office	Non registered respondents	Total respondents	% non registered
Bridlington	1	6	16.7
Goole	0	11	0.0
Grimsby	1	44	2.3
Hull	8	92	8.7
Scunthorpe	4	69	5.8
Harrogate	3	16	18.8
Northallerton	2	46	4.3
Scarborough	6	39	15.4
Skipton	2	26	7.7
York/Selby	11	76	14.5
Barnsley Court House	2	28	7.1
Barnsley Victoria Road	3	77	3.9
Doncaster	8	97	8.2
Rookwood	1	2	50.0
Rotherham	1	12	8.3
Bradford City Courts	7	78	9.0
Bradford Fraternal House	4	23	17.4
Calderdale	8	73	11.0
Dewsbury	4	26	15.4
Huddersfield	2	31	6.5
Keighley	3	20	15.0
Leeds Waterloo House	4	56	7.1
Leeds York Road	8	59	13.6
Pontefract	0	16	0.0
Wakefield	3	49	6.1
Total	96	1072	9.0

Difficulty in registering

Of unregistered respondents (96), 8 indicated that they had tried to register with a GP but had been refused. Information from the Patient Advice & Liaison Service states that

“If the practice list is open the practice should accept you as a patient unless they have a valid reason to refuse to do so. If the practice refuses to accept you as a patient, you should within 14 days, be provided with a written explanation of the reason why they won’t accept you.”

Examples of reasons for refusal

“Theft of a credit card from a Doctor at the surgery”
“They thought I was on drugs and wasn’t trying”
“Failed to turn up to appointments so I was excluded from the list”
“Racist to the GP”
“I caused damage at the surgery because they gave me the wrong medicine.”
“I argued with the Doctor”

There was a further group of people who had not been excluded from a surgery, but had experienced problems in trying to register with a GP.

Problem in registering	Frequency
Reading skills	1
Lack of accommodation	7
Other	30

The results of the “other” category can be clustered into issues relating to making frequent moves and apathy, as well as offenders perceptions as to whether GPs want them to be registered with their practice.

“I just haven’t bothered”
“Living in different places for short periods”
“I have always been in and out of prison and moving around”
“Not bothered with registration – I would always go to a hospital”
“They say that the books are full”
“They say that I am out of the catchment area”

Ongoing Health Problems of unregistered respondents

10 of the 96 unregistered respondents reported ongoing health needs. These included respondents reporting problems in one of the following areas.

Health problem	Frequency
Physical Health	3
Mental Health	3
Drugs	4

Where are these 10 accessing health care/advice?

Other health services used	Frequency
Accident & emergency	2
Chemist	1
Community drug service	4
CPN	1
None	2

Do unregistered respondents access health care elsewhere?

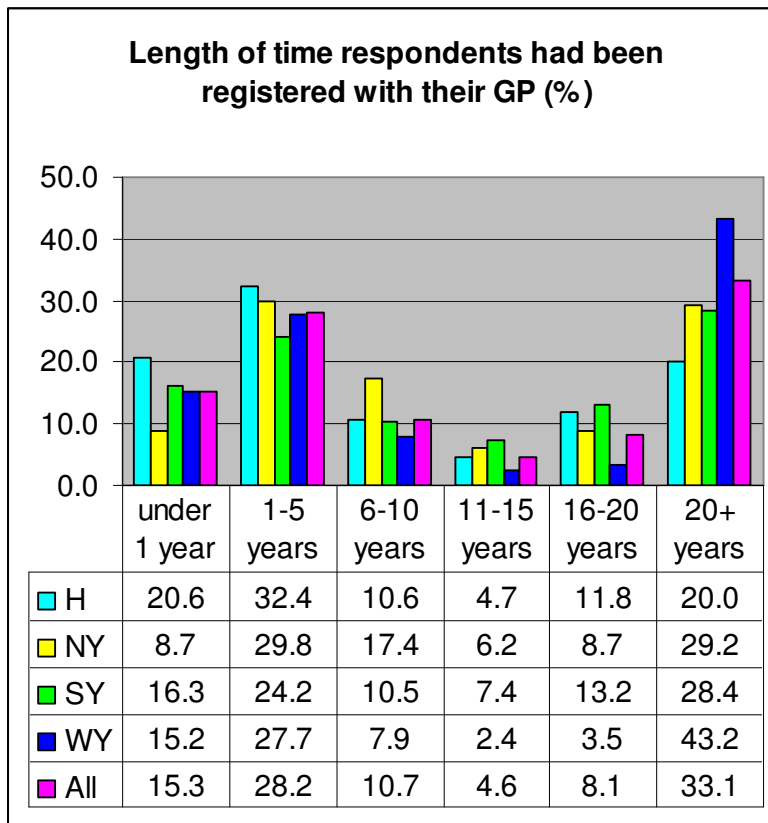
It is important to note that this question was not included on the North Yorkshire forms so the 96 non registered figure has been reduced to 72. Twenty four of the 72 unregistered respondents did not access any other health services. The remaining 48 accessed other services as follows (some used more than one service).

Other health services used	Frequency
Accident & emergency	33
Walk in centres	3
Chemist	21
Community drug service	17
CPN	5
Friend, family, carer	6
Doctor seen in prison	1
Other	1

Excluding North Yorkshire, 68% of the non registered group indicated that they attended accident and emergency to get their health needs met. As alternatives to a GP practice it is important to note that the second highest source of health advice was through chemists. Walk in Centres may not be available in all areas.

7.2.3 Length of time respondents have been registered with their GP

Time Registered	H	NY	SY	WY	All
Less than 1 year	35	14	31	56	136
1 - 5 years	55	48	46	102	251
6 – 10 years	18	28	20	29	95
11 – 15 years	8	10	14	9	41
16 – 20 years	20	14	25	13	72
20+ years	34	47	54	159	294
Total	170	161	190	368	889
No response	38	18	21	20	97



Comment

It became clear to the researcher that many people had been registered with their GP all of their lives or over 20 years. When this is broken down into areas it is made up of 294 people – North Yorkshire 47, Humberside 34, West Yorkshire 159 and South Yorkshire 54 – the largest figure being in West Yorkshire. Also worth recording is the number of respondents who had registered between 1 – 5 years in Humberside.

In addition the researcher looked at those offenders registered for less than 1 month. This indicated that 26 people had recently registered and this may well be a positive outcome from the research taking place.

The White Paper states:

“75 per cent of people have been with their general practice for longer than 5 years”

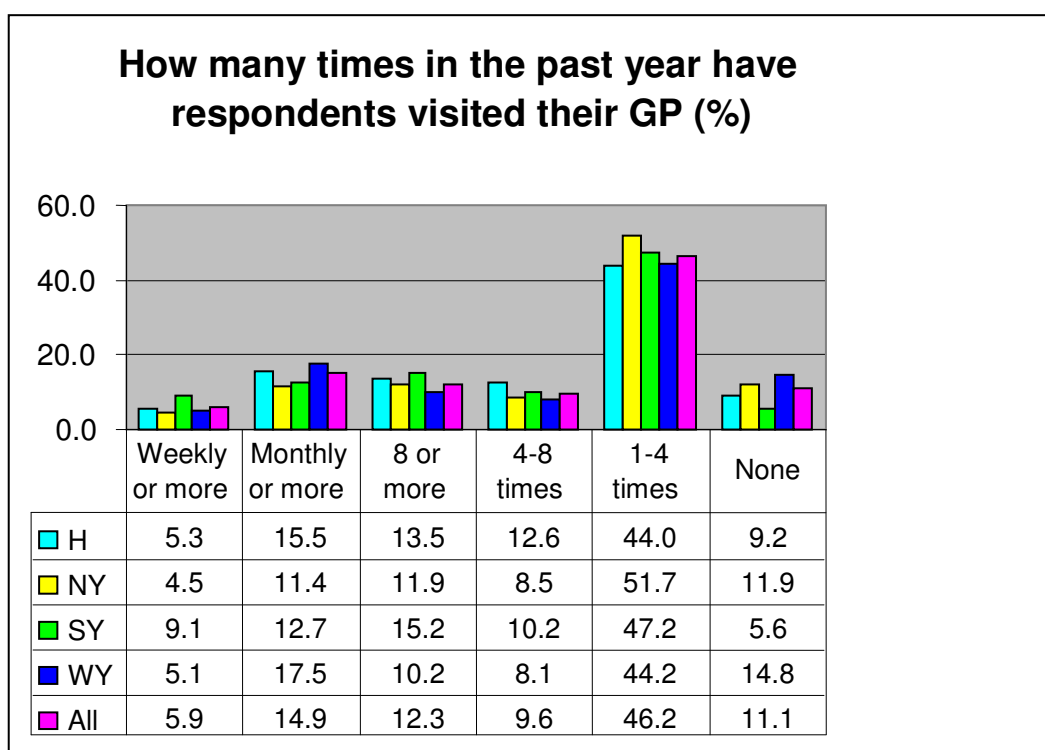
Our health, our care, our say p59

In this audit 56.5% of people have been registered with their GP for longer than 5 years. In Humberside this figure is 47.1%, North Yorkshire 61.5% South Yorkshire 59% and West Yorkshire 57%. This suggests that none of the areas is close to the national average of the population.

7.3 Accessing Health Services

7.3.1 How many times in the past year have respondents used their GP?

Visits to GP	Frequency				
	H	NY	SY	WY	All
One or more times per week	11	8	18	19	56
One or more times per month	32	20	25	65	142
8 or more times per year	28	21	30	38	117
4-8 times per year	26	15	20	30	91
1-4 times per year	91	91	93	164	439
Not attended in past year	19	21	11	55	106
total	207	176	197	371	951



Comment

The only concern that might arise from this group is those who have not attended in the past year. From the 106 total, 14 thought that they had an ongoing health problem, but only 5 of these people accessed other health services, so 9 offenders do not have their health needs met.

“No community drug worker”

“Not seeing anyone”

“I don’t go but I should see the nurse every day”

“He has a tumour causing poor eyesight, but he doesn’t go”

Further work is required to assess whether time spent in prison has a significant impact on the frequency of attendance at GPs.

7.3.2 Responses to the statement “How happy are you with the service from my GP.” (1 is very unhappy, 10 is very happy).

Response	Frequency									
	H	%	NY	%	SY	%	WY	%	All	%
1	9	4.4	4	2.3	5	2.6	7	1.9	25	2.7
2	5	2.5	2	1.1	0	0.0	5	1.4	12	1.3
3	6	3.0	3	1.7	5	2.6	9	2.4	23	2.5
4	7	3.4	5	2.9	7	3.6	4	1.1	23	2.5
5	32	15.8	12	6.9	17	8.9	52	14.1	113	12.1
6	17	8.4	7	4.0	13	6.8	32	8.7	69	7.4
7	16	7.9	24	13.8	18	9.4	40	10.9	98	10.5
8	36	17.7	29	16.7	35	18.2	72	19.6	172	18.4
9	19	9.4	17	9.8	19	9.9	26	7.1	81	8.6
10	56	27.6	71	40.8	73	38.0	121	32.9	321	34.3
Total	203		174		192		368		937	
No response	5		5		9		20		39	

Probation Area	Average GP Satisfaction Score
Humberside	7.2
North Yorkshire	8.1
South Yorkshire	7.9
West Yorkshire	7.6
Total	7.7

Comment

There are high levels of satisfaction with the service offered by GPs. Only 9% of respondents scored their GP service at levels 1 – 4.

7.3.3 Has a GP Practice ever excluded you because you’ve been in trouble?

Refused	H	%	NY	%	SY	%	WY	%	All	%
No	198	97.5	188	97.4	202	98.1	404	96.7	992	97.3
Yes	5	2.5	5	2.6	4	1.9	14	3.3	28	2.7
Total	203		193		206		418		1020	

Respondents quotes on reasons for exclusion

“I said I had come out of prison. They said they couldn’t take me.”

“I got angry and smashed the glass in a door in the surgery”

“Drug use”

“I am registered now but I was turned away at first as I did not have accommodation”

“My family GP refused to give me a sick note when he saw my travel permit back to prison so I had to get one from the hospital”

“I was taken off the books when they found out I had been in prison”

“Probably didn’t want me due to drink and offending”

“I was excluded in Grimsby, I took a heroin user with me, I threatened to throw a calculator at the Doctor”

“Because I was an alcoholic she wasn’t interested in helping me whilst I was drinking”

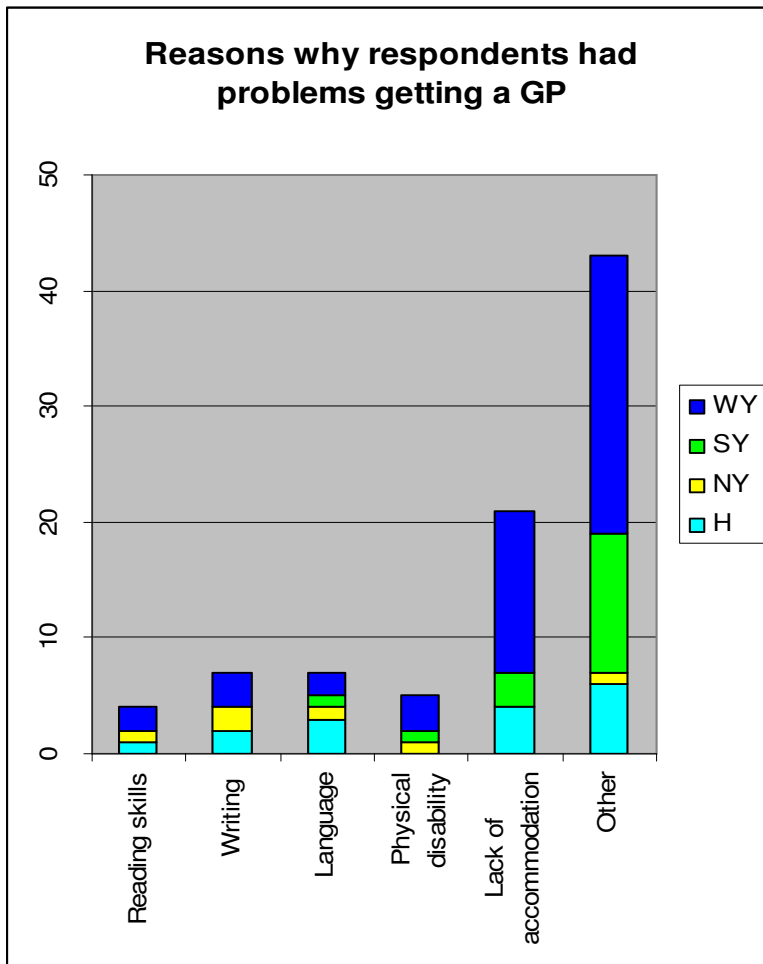
“I get the opinion that they think I’m after prescription drugs”

The perception from offenders that “they say” or “they tried to say” suggests that they feel that they are being treated unfairly by surgeries, particularly in relation to making appointments. It is clear that some offenders are being excluded from healthcare because of perceptions about the acceptability of some behaviour within a GP surgery.

There should be training in the areas of managing risk, violence and aggression for surgery staff. There also needs to be a recognition that the principles of customer care apply to groups such as offenders. Probation has a role in helping health providers understand the chaotic lifestyle some offenders lead, but Probation also need to have an understanding of the reality of managing aggressive behaviour for those for whom this is not an everyday occurrence.

7.3.4 Offenders had problems getting a GP due to:

Reason	H	NY	SY	WY	All
Reading skills	1	1	0	2	4
Writing	2	2	0	3	7
Language	3	1	1	2	7
Physical disability	0	1	1	3	5
Lack of accommodation	4	0	3	14	21
Other	6	1	12	24	43
Total	16	6	17	48	87



The 43 "other" reasons comprised

Reason	Frequency
Moving frequently/out of area	10
Getting appointments/list full	6
Alcohol	3
Drugs	4
Anger Problems	1
Apathy	6
Prison/offending	3
Failing to attend appointments	1
Learning Disability	2
Stress/the system	3
Mental Health	1
Physical Health	2
Not specified	1

"I was registered, but he gave me a lecture to sort myself out"

"Language would have been a problem if I hadn't had a friend to help me (Kurdish)"

"Living in different places for short periods"

"I kept missing appointments"

"I was kicked off for missing 3 appointments after 8 years"

"Discharged from GP after moving 2 miles"

"Verbal dyspraxia so I needed my mother's assistance"

"Probably didn't want me due to drink and offending. They took me off the books when they found out I had been in prison"

"Problems due to reading skills (Polish)"

"I was yellow carded - violent patients' registration - by a psychiatrist who had not knowledge of me whatsoever"

"My problem is being misjudged"

Comment

It is ironic that a significant number of reasons why offenders had problems getting a GP related to health issues – notably drug taking, alcohol problems and mental and physical health.

Issues relating to language, writing and reading are significantly higher in Humberside.

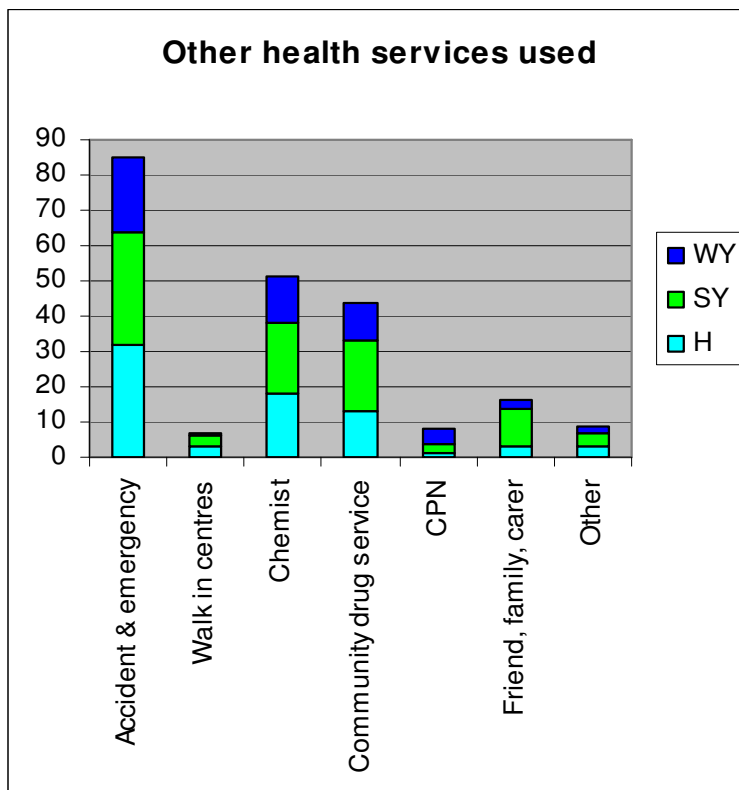
Responses to this question indicate the value of the pathway approach to resettlement and offender management. It is impossible to look at offenders' health needs in isolation and working across all pathways in addressing health needs is vital.

There is a particular emphasis by offenders in this report on the issue of accommodation and frequently moving being an obstacle to registering with a GP. Adding together those who specified "accommodation", with those who put "other", but stated that this was because of moving around, makes up 35.6% of problems for offenders

7.3.5 Other health services used

This question was not included in the version of the questionnaire used in North Yorkshire.

Other health services used	Frequency				
	H	NY	SY	WY	All
Accident & emergency	32	-	32	21	85
Walk in centres	3	-	3	1	7
Chemist	18	-	20	13	51
Community drug service	13	-	20	11	44
CPN	1	-	3	4	8
Friend, family, carer	3	-	11	2	16
Other	3	-	4	2	9



There appears to be a high usage of Accident and Emergency services, although it is difficult to unpick whether this is in response to emergencies, or due to lack of adequate GP services. Thirty three of the 96 unregistered respondents who identified themselves as having an ongoing health need accessed health services via accident and emergency. These figures also reflect the wide ranging services now offered by pharmacies offering innovative new services.

7.4 Health Conditions of Respondents

7.4.1 Do you have an ongoing health need?

Ongoing health need	Frequency									
	H	%	NY	%	SY	%	WY	%	All	%
No	107	63.7	140	71.8	116	58.0	257	65.4	620	64.9
Yes	61	36.3	55	28.2	84	42.0	136	34.6	336	35.1
Total	168		195		200		393		956	
No Response	54		8		16		38		116	

Levels of identified health needs were surprisingly low given that the percentage of respondents with ongoing health needs in the North East ranged from 47.3% to 54.2%.

7.4.2 Who do you see at the GP practice?

Who seen	Frequency				
	H	NY	SY	WY	All
Your GP	41	41	64	99	245
Another GP with the practice	15	17	14	31	77
Receptionist	2	3	8	12	25
Practice Nurse	15	7	18	27	67
Other	2	1	0	2	5
Total	75	69	104	171	419

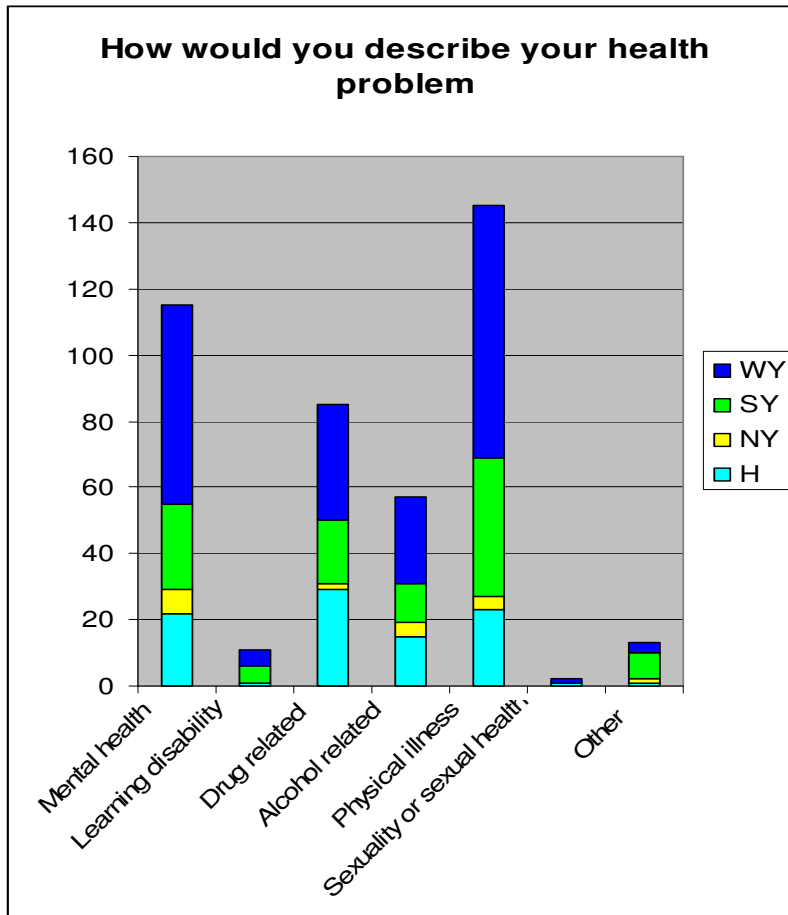
Other included CPN, Counsellor and drug worker.

7.4.3 Do you see the above people for any of the following?

Reason seen	Frequency				
	H	NY	SY	WY	All
Prescription	56	45	68	111	280
Physical health treatment	16	22	20	47	105
Mental health treatment	19	21	17	41	98
Referrals to other services	18	17	20	35	90
Occupational therapy	0	1	1	3	5
Other	1	2	4	5	12
Total	110	108	130	242	590

7.4.4 How would you describe your health problem?

Health problem	Frequency				
	H	NY	SY	WY	All
Mental health	22	7	26	60	115
Learning disability	1	0	5	5	11
Drug related	29	2	19	35	85
Alcohol related	15	4	12	26	57
Physical illness	25	4	42	76	147
Sexuality or sexual health	1	0	0	1	2
Other	1	1	8	3	13
Total	94	18	112	206	430



7.4.5 Please list any diagnosis you have had in the past 2 years

Mental Health

Diagnosis	Frequency				
	H	NY	SY	WY	All
Depression	13	20	30	35	98
Mental Health	2		2		4
Schizophrenia	3	1	1	4	9
Paranoia	2				2
Bi Polar				1	1
Post traumatic stress disorder				1	1
Stress			1		1
Self harm	2			3	5
Panic attacks	1		1		2
Anxiety		2		7	9
Personality disorder		2		4	6
Total	23 (10.4%)	25 (12.3%)	35 (16.2%)	55 (12.8%)	138 (12.9%)

Alcohol Related

Diagnosis	Frequency				
	H	NY	SY	WY	All
Alcohol addiction	9	7	5	11	32
Liver problem	1			3	4
Total	10 (4.5%)	7 (3.4%)	5 (2.3%)	14 (3.2%)	36 (3.4%)

Drug Related

Diagnosis	Frequency				
	H	NY	SY	WY	All
Drug addiction	22 (9.9%)	9 (4.4%)	14 (6.5%)	20 (4.6%)	65 (6.1%)

Health Issues Related to Respiratory System

Diagnosis	Frequency				
	H	NY	SY	WY	All
Asthma	8	7	10	16	41
Chest infection	3		3		6
Bronchitis				3	3
Emphysema				1	1
Total	11 (5.0%)	7 (3.4%)	13 (6.0%)	20 (4.6%)	51 (4.8%)

Health Issues Related to Circulatory System

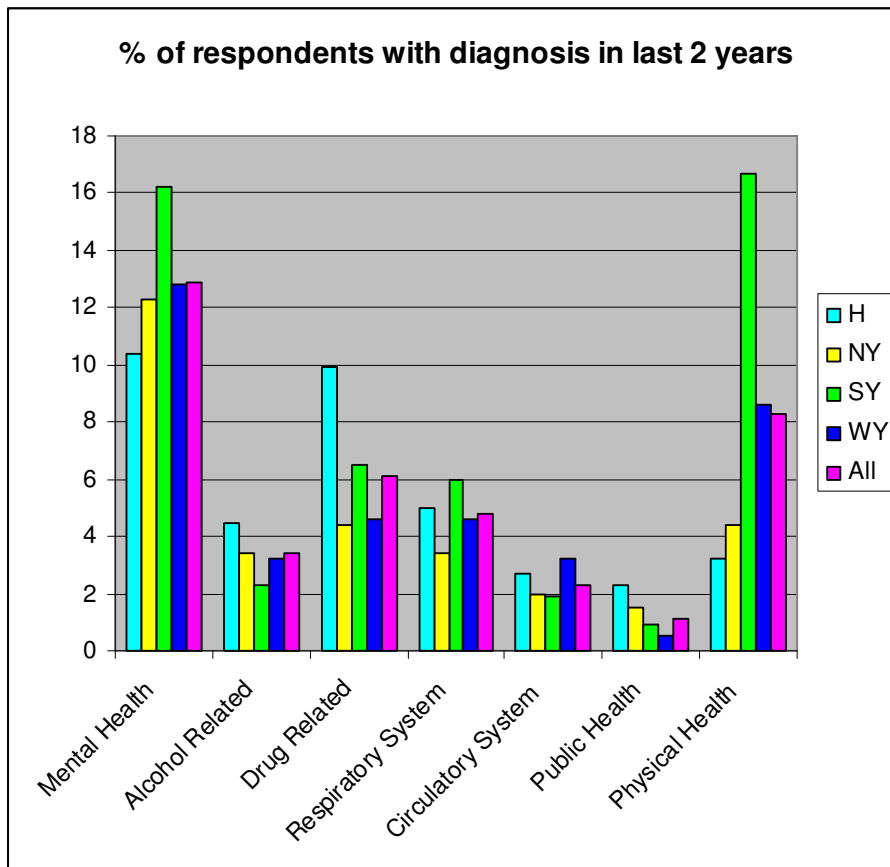
Diagnosis	Frequency				
	H	NY	SY	WY	All
Heart problems		2	1		3
Angina				7	7
Blood pressure	2	1	2	4	9
Stroke		1			1
DVT	3		1	3	7
Gangrene	1				1
Total	6 (2.7%)	4 (2.0%)	4 (1.9%)	14 (3.2%)	25 (2.3%)

Public Health Issues

Diagnosis	Frequency				
	H	NY	SY	WY	All
Hepatitis B/Hepatitis C/ HIV	2	2	1		5
Pregnancy	2				2
Vasectomy reversal	1				1
Menopause		1		1	2
Erectile Dysfunction				1	1
Testicular Cancer			1		1
Total	5 (2.3%)	3 (1.5%)	2 (0.9%)	2 (0.5%)	12 (1.1%)

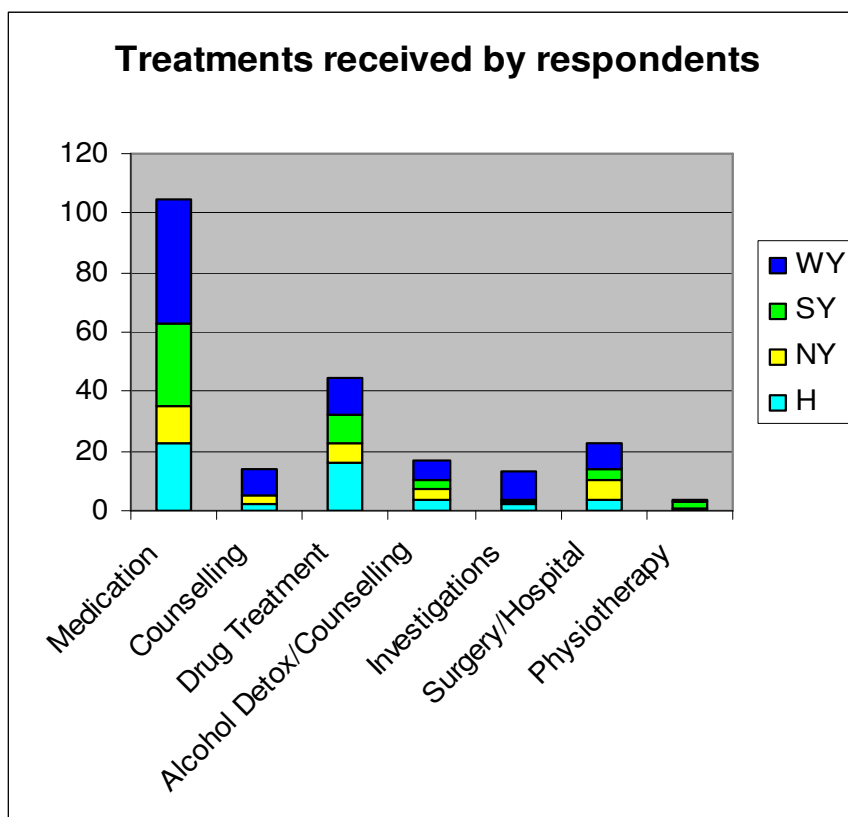
Physical Health – General

Diagnosis	Frequency				
	H	NY	SY	WY	All
Orthopaedic			9	3	12
Back pain/sciatica/Lumbago		2	4	6	12
Blackouts			1		1
Malnourished			1		1
Cancer	1			2	3
Diabetes		2	3	7	12
Stomach/IBS/Crones	1		6	5	12
Wounding		2			2
Skin condition			1	1	2
Epilepsy	1	1	1	1	4
Arthritis			6	6	12
Sleep disorder			1		1
Hernia	1	1	2	2	6
Kidney problems		1			1
Eye problems	1				1
Tonsillitis	2		1	2	5
Brain Injury				2	2
Total	7 (3.2%)	9 (4.4%)	36 (16.7%)	37 (8.6%)	89 (8.3%)



7.4.6 Treatments received by respondents

Treatment	Frequency				
	H	NY	SY	WY	All
Medication	23	12	28	42	105
Counselling	2	3		9	14
Drug Treatment	16	7	9	13	45
Alcohol Detox/Counselling	4	3	3	7	17
Investigations	2	1	1	9	13
Surgery/Hospital	4	6	4	9	23
Physiotherapy		1	2	1	4
Total	51	33	47	87	221



Comment

There is a clear lack of talking treatments i.e. counselling available, despite the high number of mental health issues experienced by offenders.

7.4.7 Health needs specifically related to gender

Respondents were asked whether they thought their health needs were gender related. This question was not included in the version of the questionnaire used in North Yorkshire.

Health issue related to gender	Frequency									
	H	%	NY	%	SY	%	WY	%	All	%
No	65	95.6	-	-	101	97.1	175	93.6	441	96.1
Yes	3	4.4	-	-	3	2.9	12	6.4	18	3.9
Total	68		-	-	104		187		459	

Comment

There were examples of specific conditions relating to gender such as pregnancy, the menopause or testicular cancer. Some related their mental health issues to gender – depression relating to antenatal care, a miscarriage and bereavement counselling.

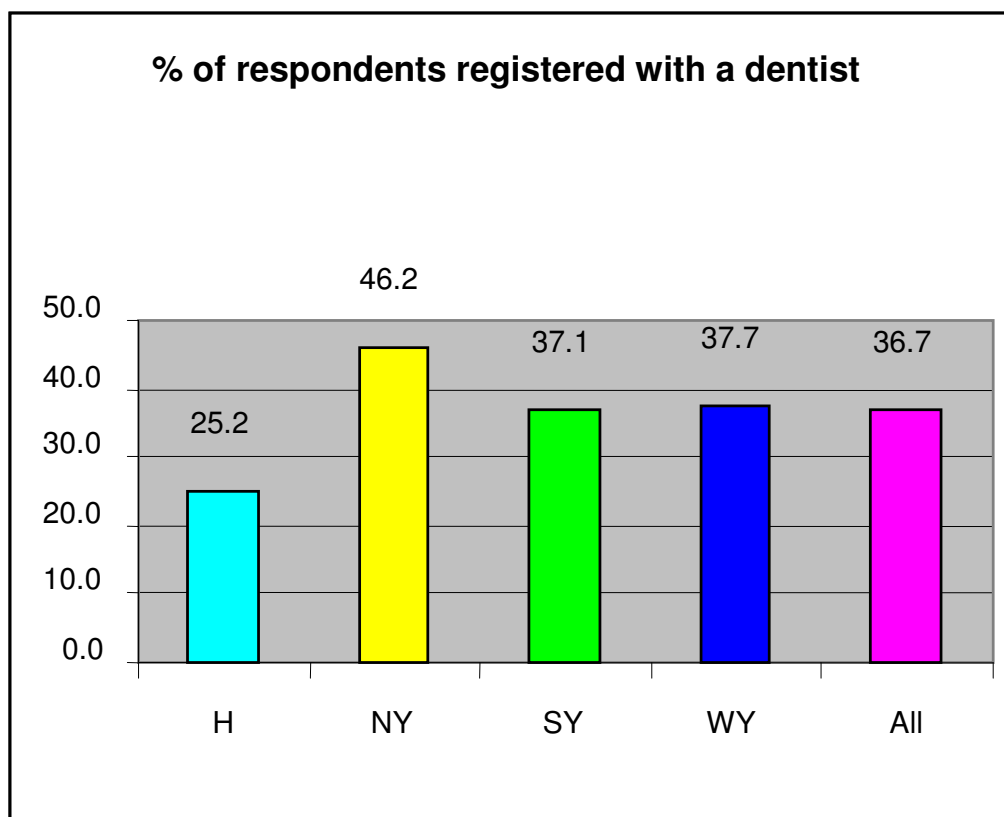
“As a male I have had an adverse reaction to social services due to the cruel nature of their interrogation techniques which has brought about my depression and anxiety”

It was notable that there were no comments with regard to domestic violence and the impact on health.

7.5 Dentist Registration

7.5.1 Registered with Dentist

Registered	Frequency				
	H	NY	SY	WY	All
No	154	106	134	264	658
Yes	52	91	79	160	382
Total	206	197	213	424	1040
No response	16	6	3	7	32



“I was registered before jail, but could not re register after jail as they were no longer taking on NHS patients”

“Cannot get a dentist on NHS dentist in Wakefield – I have tried – the nearest is in Barnsley”

“They kicked me off because I missed two appointments”

“I missed an appointment and failed to pay the bill”

“About a month ago I had to stop going due to not being able to pay the bill”

“I feel that the dentist is trying to get rid of NHS patients”

“I have not been since last year due to a bill that I have to pay”

“Struck off the list for refusal to pay for missed appointment. Not registered now”

“Unable to register with dentist due to lack of NHS places”

“Being in custody meant I lost my registration”

“I go to an emergency walk in dentist”

“I have a dentist abroad”

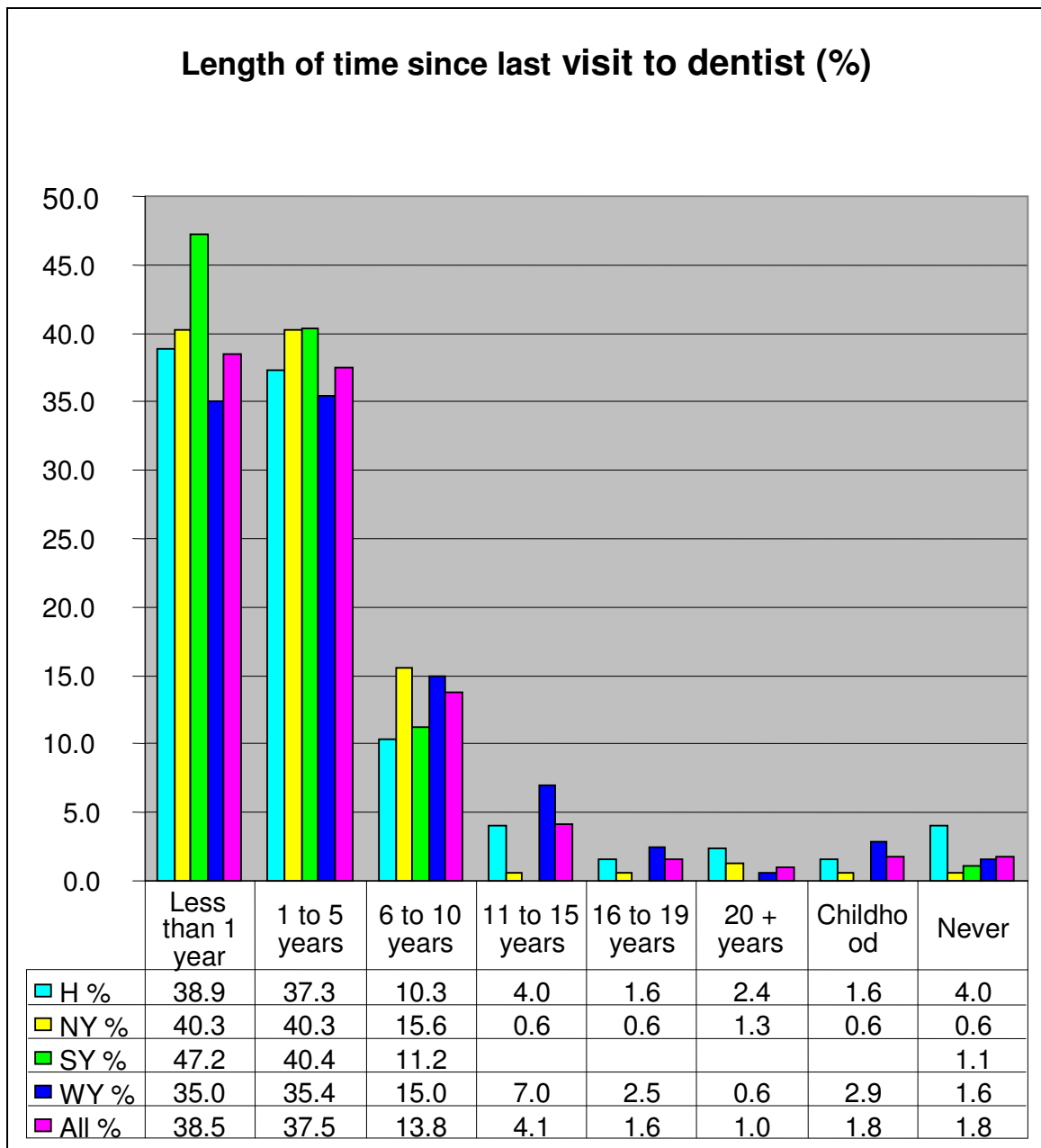
Comment

The level of dentist registration amongst respondents does not compare well to national figures given at a Health Select Committee hearing in January 2006. The figures quoted there indicated 46% of adults being registered with an NHS Dentist and registration in this context means a patient having visited their dentist at least once within the last 15 months. Whilst it is not possible to extract an exactly comparative figure from this audit, 38.5% of those surveyed in Yorkshire and the Humber had visited a dentist within the last 12 months.

In terms of numbers of respondents registered, it is of concern that Humberside has such a low figure - 25.2%.

7.5.2 Last Visit to Dentist

Time since last visit	H	%	NY	%	SY	%	WY	%	All	%
Less than 1 year	49	38.9	62	40.3	42	47.2	110	35.0	263	38.5
1 to 5 years	47	37.3	62	40.3	36	40.4	111	35.4	256	37.5
6 to 10 years	13	10.3	24	15.6	10	11.2	47	15.0	94	13.8
11 to 15 years	5	4.0	1	0.6			22	7.0	28	4.1
16 to 19 years	2	1.6	1	0.6			8	2.5	11	1.6
20 + years	3	2.4	2	1.3			2	0.6	7	1.0
Childhood	2	1.6	1	0.6			9	2.9	12	1.8
Never	5	4.0	1	0.6	1	1.1	5	1.6	12	1.8
Total	126		154		89		314		683	



Comment

Thirty one people (4.5%) responded that they had last seen a dentist in prison. Eighteen respondents commented that because dentists had gone private or because their lists were full they could not get registered. Twelve people had seen a dentist at the dental hospital.

8 Conclusions

It is important to link the findings back to the original objectives of the work.

How many offenders in contact with Probation in the Yorkshire and the Humber area are currently registered with a GP?

It is suggested that this piece of work has prompted the registration of offenders with a GP which is a positive outcome – 26 respondents had registered with a GP within the last month. In terms of statistics 976 offenders from a sample of 1072 (91.0%) were registered with a GP.

What are the health and social care issues of these offenders whether currently registered or not?

The research shows the need for an integrated approach to the health and social care needs of offenders. There was a particularly high incidence of mental health problems which raises the issue about how offenders with mental health problems access appropriate services such as counselling.

What are the issues that may prevent offenders from registering with a GP?

This research indicates that offenders may be prevented from registering due to a number of issues. There appears to be a significant training need, with some GP practices in terms of equality of services offered, particularly relating to managing problematic behaviour within a small surgery. It is also likely that a number of offenders do not appreciate how the health system works.

To gain an understanding of the demographics of the group, in particular issues relating to age, ethnicity, gender and geography. There is a particular emphasis on the ethnic make up of this group.

The audit suggests that 16-35 year old offenders are less likely to register.

Use the information gathered to develop ways of encouraging offenders to register with a GP

There are opportunities for probation staff to liaise more closely with GP surgeries using the White Paper as a starting point. A target for all Probation areas to achieve a target of 95% registration would help focus on working with those offenders who are less likely to register.

To assist the region in developing strategies for improving offender health

This research sets the agenda for the Yorkshire and the Humber region to bring together GPs, Department of Health, Prison and Probation staff to develop a strategic vision for the health needs of offenders, based on practical service user led initiatives, via the RRAP Health Pathway.

9 Recommendations

- ✚ The setting up of two way awareness sessions between Probation teams and local GP surgeries. This is to ensure that GPs are aware of the needs of offenders, but equally so that Probation staff are fully aware of the wide range of services offered by GP practices. There is a need to work with GP practices to increase greater tolerance and better integration of offenders into GP practices.
- ✚ The provision of training for GP staff on risk management, reducing health inequalities and management of anti social behaviour.
- ✚ Increased awareness within Probation teams of the requirements on GPs under their contract, particularly relating to making appointments - given that this has been highlighted by offenders in this piece of work.
- ✚ The development of effective joint working between Offender Managers and GP practices in order to ensure equality of access to services for offenders. This will require the development of a protocol to cover information sharing arrangements e.g. information about medication when an offender leaves prison.
- ✚ The development of effective signposting arrangements by Probation staff in order to ensure that offenders are able to access the health services most appropriate to their needs.
- ✚ Linking together the NHS “Life Check” into the probation assessment tools – potentially linking with the OASys model and building in cross pathway assessments. For example there is potential for the linking together of housing needs assessments and the “Life Check” given that respondents highlighted accommodation needs.
- ✚ Setting up of offender health customer involvement groups in prison and in the community to ensure that offenders have a voice in consultation events.
- ✚ Health trainers should be based in probation offices. Probation Services could also link with voluntary sector providers in developing funding bids for healthy living workers based in partnership organisations and look for funding from the private sector from those firms with a particular interest in healthy living.
- ✚ Probation Services and PCTs should negotiate with Local Authorities for enhanced “passport to leisure” schemes to enable offenders to have access to sports facilities. Consideration should also be given by PCTs and Probation to classes such as healthy eating and alternative therapies suggested by offenders in the audit. Some activities might link with particular diagnoses.

- ✚ The setting of targets for 95% GP registration by 2010 within Probation areas.
- ✚ The setting of targets for 42% for Dentist Registration by 2010 within Probation areas.
- ✚ GP practices should have strong, effective arrangements to refer patients to specialist providers in the region to meet patient needs in relation to drugs, alcohol and mental health.
- ✚ The Regional Offender Health Strategy should take account of the inequalities in service delivery highlighted by respondents to this audit.
- ✚ To further investigate the correlation between non registration with a GP and lack of accommodation.

Appendix 1 **Humberside Results - GP Registration Project Yorkshire and the Humber**

Analysis and Findings

Humberside provided 222 returns for analysis. This represents 7.2% of the caseload.

Level of GP Registration

Probation Office	PCT	Not registered with GP	Registered with GP
Bridlington	EROY	1	5
Goole	EROY	0	11
Grimsby	N E Lincs	1	43
Hull	Hull	8	84
Scunthorpe	N Lincs	4	65
Total		14	208

Age

Age	Frequency	%
16-25	93	45.1
26-35	65	31.6
36-50	43	20.9
51-65	5	2.4
65+	0	0.0
Total	206	

Ethnicity

Ethnicity	Frequency	%
White British	204	97.6
White Other	1	0.5
Asian / Asian British Pakistani	1	0.5
Other Ethnic Group	3	1.4
Total	222	
Not specified	13	

Gender

Gender	Frequency	%
Female	14	6.3
Male	208	93.6
Total	222	

Principal GP surgeries where respondents were registered

Probation Office	PCT	Surgery	Frequency	
Bridlington	EROY	Driffield	2	
		Fieldhouse	1	
		Station Rd Medical Centre	1	
		Dr Harman	1	
Goole		Montague Medical Centre	5	
		Bartholomew	3	
		Gilberdyke	1	
		Holme Upon Spalding Moor	1	
Grimsby		North East Lincs	Bubwith	1
			Fieldhouse/Dudley St	6
	Chantry Lane		4	
	St Nicholas Drive		4	
	Cartergate		3	
Hull – Liberty House	Hull	Laceby Road	3	
		Marfleet	8	
		Bransholme Health Centre	7	
		Anlaby Road Health Centre	7	
		Quays	5	
		Marmaduke	4	
Scunthorpe	North Lincs	Detuyell Street	11	
		Ashby Turn	7	
		Ashby Road	7	
		Parkinson Avenue	5	

The objective of asking this question is to help with future negotiations with PCTs by giving specific data. Offenders being associated with specific surgeries can be a positive in terms of the service they receive, but equally can be a negative in terms of whether other people avoid attending.

Numbers of respondents registered with GPs

Registered with GP	Frequency	%
No	14	6.3
Yes	208	93.6
Total	222	

Comment

Of those not registered 14 were White British, and all were male.

One of the 14 went on to say that they had ongoing health problems, which was a drug problem. One other non registered person said that they had a stomach ulcer diagnosed within the past two years.

None of the 14 unregistered people have tried to register and been refused, but two had experienced problems when trying to register due to their moving around. Of those who go anywhere else for health services 4 had been to A & E, 2 to a chemist and 1 to the community drugs service.

Length of time respondents have been registered with their GP

Time Registered	Frequency	%
Less than 1 yr	35	20.6
1-5 years	55	32.4
6-10 years	18	10.6
11-15 years	8	4.7
16 – 20 years	20	11.8
20 years +	34	20.0
Total	208	
Incomplete forms	38	

Comment

Only 47.1% of respondents had been registered with their GP for more than 5 years, the lowest of the four areas in the survey and well below the national average of 75%.

How many times in the past year have people used their GP?

Visits to GP	Frequency	%
One or more times per week	11	5.3
One or more times per month	32	15.5
8 or more times per year	28	13.5
4-8 times per year	26	12.6
1-4 times per year	91	44.0
Not attended	19	9.2
Total	207	

When asked to respond to the statement I am happy with the service from my GP – 1 = very unhappy 10 = happy,

Response	Frequency	%
1	9	4.4
2	5	2.5
3	6	3.0
4	7	3.4
5	32	15.8
6	17	8.4
7	16	7.9
8	36	17.7
9	19	9.4
10	56	27.6
Total	203	
Not specified	5	

Average GP satisfaction score in Humberside is 7.2, the lowest of the four Probation areas in the survey. Scores by PCT Area showed EROY averaging 8.1 with other PCT areas averaging 7.1.

Has a GP Practice ever excluded you because you've been in trouble?

Excluded	Frequency	%
No	198	97.5
Yes	5	2.5
Total	203	

Offenders had problems getting a GP due to:

Reason	Frequency
Reading skills	1
Writing	2
Language	3
Physical disability	0
Lack of accommodation	4
Other	6
Total	16

Comment

It is noticeable that in Humberside a number of people commented that they had problems with language, reading and writing.

“I was excluded as the GP was also the prison GP and he knew me”

“I don’t see the same Doctor each time”

“Because I was an alcoholic she wasn’t interested in helping me while I was drinking”

“I had problems because I missed appointments due to work commitments”

“I got registered but he gave me a lecture to sort myself out”

Other health services used

Other health services used	Frequency
Accident & emergency	32
Walk in centres	3
Chemist	18
Community drug service	13
CPN	1
Friend, family, carer	3
Other	3

Do you have an ongoing health need?

Ongoing health need	Frequency	%
No	107	63.7
Yes	61	36.3
Total	168	

Ongoing health need by PCT

Ongoing health need	EROY	%	Hull	%	NE Lincs	%	N Lincs	%
No	10	58.9	57	64.0	27	69.2	43	68.3
Yes	7	41.1	32	36.0	12	30.8	20	31.7
Total	17							

Who do you see at the GP practice?

Who seen	Frequency
Your GP	41
Another GP with the practice	15
Receptionist	2
Practice Nurse	15
Other	2
Total	75

Do you see the above people for any of the following?

Reason seen	Frequency
Prescription	56
Physical health treatment	16
Mental health treatment	19
Referrals to other services	18
Occupational therapy	0
Other	1
Total	110

How would you describe your health problem?

Health problem	Frequency
Mental health	22
Learning disability	1
Drug related	29
Alcohol related	15
Physical illness	25
Sexuality or sexual health	1
Other	1

How would you describe your health problem? (by PCT)

Health problem	EROY	Hull	NE Lincs	N Lincs
Mental health	2	13	4	3
Learning disability		1		
Drug related		12	2	15
Alcohol related		10	3	2
Physical illness	5	8	6	6
Sexuality or sexual health		1		
Other				1

Please list any diagnosis you have had in the past 2 years

Mental Health

Diagnosis	Frequency
Depression	13
Mental Health	2
Schizophrenia	3
Paranoia	2
Self Harm	2
Panic Attacks	1
Total	23 (10.4%)

Alcohol Related

Diagnosis	Frequency
Alcohol Addiction	9
Liver Problem	1
Total	10 (4.5%)

Drug Related

Diagnosis	Frequency
Drug Addiction	22 (9.9%)

Respiratory System

Diagnosis	Frequency
Asthma	8
Chest infection	3
Total	11 (5.0%)

Issues related to circulatory system

Diagnosis	Frequency
Blood pressure	2
DVT	3
Gangrene	1
Total	6 (2.7%)

Public health issues

Diagnosis	Frequency
Hepatitis B/Hepatitis C/ HIV	2
Pregnancy	2
Vasectomy reversal	1
Total	5 (2.3%)

Physical Health General

Diagnosis	Frequency
Cancer	1
Stomach/IBS/Crones	1
Epilepsy	1
Hernia	1
Eye problems	1
Tonsillitis	2
Total	7 (3.2%)

Treatments received by respondents

Treatment	Frequency
Medication	23
Counselling	2
Drug Treatment	16
Alcohol Detox/Counselling	4
Investigations	2
Surgery/Hospital	4
Total	51

Health Issue related to gender

Health issue related to gender	Frequency	%
No	65	95.6
Yes	3	4.4
Total	68	

“Depression due to ongoing issues and birth of new baby”

Registered with Dentist

Registered	Frequency	%
No	154	74.8
Yes	52	25.2
Total	206	
No response	16	

Registered with a Dentist by PCT

Registered	EROY	%	Hull	%	NE Lincs	%	N Lincs	%
No	11	64.7	62	72.9	31	77.5	50	78.1
Yes	6	35.3	23	27.1	9	22.5	14	21.9

Last Visit to Dentist

Time since last visit	Frequency	%
Less than 1 year	49	38.9
1 to 5 years	47	37.3
6 to 10 years	13	10.3
11 to 15 years	5	4.0
16 to 19 years	2	1.6
20 + years	3	2.4
Childhood	2	1.6
Never	5	4.0
Total	126	
No response	96	

“I have visited the emergency dentist on 3 occasions in the last fortnight”

I've been to the community dentist in Hull and got a list but all the doctors have told me they are fully booked”

Appendix 2
North Yorkshire Results - GP Registration Project Yorkshire and the Humber

Analysis and Findings

North Yorkshire provided 203 returns for analysis. This represented 7.6% of caseload.

Level of GP Registration

Office	PCT	Not registered with GP	Registered with GP
Harrogate	North Yorkshire & York	3	13
Northallerton		2	44
Selby/York		11	65
Scarborough		6	33
Skipton		2	24
Total		24	179

Age

Age	Frequency	%
16-25	94	46.5
26-35	50	24.8
36-50	49	24.3
51-65	9	4.5
65+	0	0.0
Total	202	

Ethnicity

Ethnicity	Frequency	%
White British	185	96.4
White Irish	1	0.5
White Other	3	1.6
Mixed white and Black Caribbean	1	0.5
Mixed Other	1	0.5
Other Ethnic Group	1	0.5
Total	192	
Not specified	11	

Gender

Gender	Frequency	%
Female	36	17.7
Male	167	82.2
Total	203	

Numbers of respondents registered with GPs

Registered with GP	Frequency	%
No	24	11.8
Yes	179	88.1
Total	203	

Comment

Of those not registered, two were white European and two did not indicate their ethnicity – the remaining twenty were White British and included 23 men and 1 woman.

Of the 24 unregistered, one person had tried to register and been refused.

“Arguing with the Doctor”

Others commented that they had experienced problems due to drug use, coming out of the army and one had not felt bothered to get a doctor.

One of the 24 went on to say that they had an ongoing health problem which was identified as vitamin deficiency. A further two non registered respondents stated that they had been diagnosed with back pain and alcohol misuse in the past two years.

Principal GP surgeries where respondents were registered

Probation Office	PCT	GP Surgery	Frequency
Harrogate	North Yorkshire & York	Dr Scott	5
		Dr Moss	4
		East Parade	3
		Dr Burton – Ripon	2
Northallerton		Thirsk Health Centre	7
		Mowbury House	6
		Quakers Lane	3
		Harewood Catterick Garrison	3
Scarborough		Prospect Road	5
		Eastfield	4
		Claremont	4
		Southcliff	3
Selby	Posterngate	5	
	Scott Road	4	
	Beech Tree	2	
Skipton	Dyneley House	5	
	Moss and Partners	4	
	Crosshills	3	
	Fisher Medical Centre	2	
York	Cornlands Road Acomb	11	
	North Yorkshire & York	Priory	7

	York	Monkgate	2
		Jorvik	2

Length of time respondents have been registered with their GP

Time Registered	Frequency	%
Less than 1 yr	14	8.7
1-5 years	48	29.8
6-10 years	28	17.4
11-15 years	10	6.2
16 – 20 years	14	8.7
20 years +	47	29.2
Total	161	
No response	18	

North Yorkshire had the highest percentage of respondents who had been registered with their GP for more than 5 years (62.5%) although still falling well short of the national average of 75%.

How many times in the past year have people used their GP?

Visits to GP	Frequency	%
One or more times per week	8	4.5
One or more times per month	20	11.4
8 or more times per year	21	11.9
4-8 times per year	15	8.5
1-4 times per year	91	51.7
Not attended	21	11.9
Total	176	

When asked to respond to the statement I am happy with the service from my GP 1 = very unhappy, 10 = very happy

Response	Frequency	%
1	4	2.3
2	2	1.1
3	3	1.7
4	5	2.9
5	12	6.9
6	7	4.0
7	24	13.8
8	29	16.7
9	17	9.8
10	71	40.8
Total	174	

North Yorkshire had the highest average GP satisfaction rating (8.1) in the survey.

Has a GP Practice ever excluded you because you've been in trouble?

Excluded	Frequency	%
No	188	97.4
Yes	5	2.6
Total	193	

Respondents gave examples of their perception of GPs refusing to see them

"Heroin Use"

"Because they called me an attention seeker"

"Because I take gear"

"Thrown out of a practice in the past for drink related offending"

There was also the comment from one respondent

"They usually see me quickly"

Which sounded like that may be the practice's way of managing potentially difficult behaviour.

Offenders had problems getting a GP due to:

Reason	Frequency
Reading skills	1
Writing	2
Language	1
Physical disability	1
Lack of accommodation	0
Other	1
Total	6

Other health services used

Other health services used	Frequency
Accident & emergency	
Walk in centres	
Chemist	
Community drug service	
CPN	
NHS direct	
Friend, family, carer	
Other	

This question was not included in the version of the questionnaire used in North Yorkshire.

Do you have an ongoing health need?

Ongoing health need	Frequency	%
No	140	71.8
Yes	55	28.2
Total	195	
No response	8	

Who do you see at the GP practice?

Who seen	Frequency
Your GP	41
Another GP with the practice	17
Receptionist	3
Practice Nurse	7
Other	1
Total	69

Do you see the above people for any of the following?

Reason seen	Frequency
Prescription	45
Physical health treatment	22
Mental health treatment	21
Referrals to other services	17
Occupational therapy	1
Other	2
Total	108

How would you describe your health problem?

Health problem	Frequency
Mental health	7
Learning disability	0
Drug related	2
Alcohol related	4
Physical illness	4
Sexuality or sexual health	0
Other	1
Total	18

Please list any diagnosis you have had in the past 2 years

Mental Health

Diagnosis	Frequency
Depression	20
Schizophrenia	1
Anxiety	2
Personality Disorder	2
Total	25 (12.3%)

Alcohol Related

Diagnosis	Frequency
Alcohol addiction	7
Total	7 (3.4%)

Drug Related

Diagnosis	Frequency
Drug addiction	9
Total	9 (4.4%)

Health issues related to respiratory system

Diagnosis	Frequency
Asthma	7
Total	7 (3.4%)

Health issues related to circulatory system

Diagnosis	Frequency
Heart problems	2
Blood pressure	1
Stroke	1
Total	4 (2.0%)

Public health issues

Diagnosis	Frequency
Hepatitis B/Hepatitis C/ HIV	2
Menopause	1
Total	3 (1.5%)

Physical Health General

Diagnosis	Frequency
Back pain/sciatica/Lumbago	2
Diabetes	2
Wounding	2
Epilepsy	1
Hernia	1
Kidney problems	1
Total	9 (4.4%)

Treatments received by respondents

Treatment	Frequency
Medication	12
Counselling	3
Drug Treatment	7
Alcohol Detox/Counselling	3
Investigations	1
Surgery/Hospital	6
Physiotherapy	1
Total	33

Health Issue related to gender

Health issue related to gender	Frequency	%
No		
Yes		
Total		

Comment

This question was not included in the version of the questionnaire used in North Yorkshire.

Registered with Dentist

Registered	Frequency	%
No	106	53.8
Yes	91	46.2
Total	197	
No response	6	

Last Visit to Dentist

Time since last visit	Frequency	%
Less than 1 year	62	40.3
1 to 5 years	62	40.3
6 to 10 years	24	15.6
11 to 15 years	1	0.6
16 to 19 years	1	0.6
20 + years	2	1.3
Childhood	1	0.6
Never	1	0.6
Total	154	

Appendix 3
South Yorkshire Results - GP Registration Project Yorkshire and the Humber

Analysis and Findings

South Yorkshire provided 216 returns for analysis. This represents 3.0% of current caseload. It is important to note with this data that no forms were completed by the offices based in Sheffield.

Level of GP Registration

Office	PCT	Not registered with GP	Registered with GP
Barnsley Court House	Barnsley	2	26
Barnsley Victoria Road		3	74
Doncaster	Doncaster	8	89
Rookwood	Rotherham	1	1
Rotherham		1	11
Total		15	201

Age

Age	Frequency	%
16-25	84	38.2
26-35	83	37.7
36-50	47	21.4
51-65	5	2.3
65+	1	0.5
Total	220	

Ethnicity

Ethnicity	Frequency	%
White British	199	94.8
White Irish	1	0.5
White Other	1	0.5
Mixed White and Black Caribbean	3	1.4
Black British; Caribbean	2	1.0
Other Ethnic Group	4	1.9
Total	210	
No response	6	

Gender

Gender	Frequency	%
Female	37	17.1
Male	179	82.8
Total	216	

Numbers of respondents registered with GPs

Registered with GP	Frequency	%
No	15	6.9%
Yes	201	93.1%
Total	216	

Comment

Of those not registered, all were male and all fifteen considered themselves to be White British.

Three of the 15 went on to say that they had ongoing health problems – two related to physical health and one related to mental health.

One person had tried to register but had been excluded by their GP:

“I caused damage at the surgery because they gave me the wrong medicine”

Other non registered offenders cited problems they had in registering:

“They say that the books are full”

“I have never been to a GP I have always been in prison”

“I have not bothered to register. I would go to hospital”

“Because I have moved address”

Principal GP surgeries where respondents were registered

Probation Office	PCT	Surgery	Frequency
Barnsley	Barnsley	Dr Kakote/Sheffield Road Surgery	16
		Rose Tree Avenue Cudworth	7
		Hoyland	6
		Lundwood	6
Doncaster	Doncaster	Thorne Surgery	13
		Regent Square	8
		Sandringham Surgery	7
		Edlington	5
Rotherham	Rotherham	High Street Rawmarsh	1

		St Ann's Medical Centre	1
		York Road Surgery	1
		Broom Lane Medical Centre	1

Comment

It is clear that there are some surgeries where offenders attend in significantly greater numbers than others in the audit – this can be a positive where staff are specifically trained but equally can be a negative if it is perceived to cause problems particularly in relation to patient behaviour.

Length of time respondents have been registered with their GP.

Time Registered	Frequency	%
Less than 1 year	31	16.3
1 - 5 years	46	24.2
6 – 10 years	20	10.5
11 – 15 years	14	7.4
16 – 20 years	25	13.2
20+ years	54	28.4
Total	190	
No response	26	

Comment

In South Yorkshire 59.5% of respondents had been registered with their GP for more than 5 years, well short of the national average of 75%.

How many times in the past year have respondents used their GP?

Visits to GP	Frequency	%
One or more times per week	18	9.1
One or more times per month	25	12.7
8 or more times per year	30	15.2
4-8 times per year	20	10.2
1-4 times per year	93	47.2
Not attended in past year	11	5.6
Total	197	

When asked to respond to the statement I am happy with the service. (1= very unhappy 10 = very happy)

Response	Frequency	%
1	5	2.6
2	0	0.0
3	5	2.6
4	7	3.6
5	17	8.9

6	13	6.8
7	18	9.4
8	35	18.2
9	19	9.9
10	73	38.0
Total	192	

South Yorkshire had the second highest GP satisfaction rating (7.9) in the survey. Scores by PCT Area showed Rotherham averaging 9.5, Doncaster 8.1 with Barnsley averaging only 7.5.

Has a GP Practice ever excluded you because you've been in trouble?

Refused	Frequency	%
No	202	98.1
Yes	4	1.9
Total	206	

Offenders had problems getting a GP due to:

Reason	Frequency
Reading skills	0
Writing skills	0
Language	1
Physical disability	1
Lack of accommodation	3
Other	12
Total	17

Other health services used

Other health services used	Frequency
Accident & emergency	32
Walk in centres	3
Chemist	20
Community drug service	20
CPN	3
Friend, family, carer	11
Other	4

Other was prison health services

Do you have an ongoing health need?

Ongoing health need	Frequency	%
No	116	58.0
Yes	84	42.0
Total	200	
No response	16	

Ongoing health need by PCT

Ongoing health need	Barnsley	%	Doncaster	%	Rotherham	%
No	49	52.1	57	60.6	9	81.8
Yes	45	47.9	37	39.4	2	18.2
Total	94		94		11	

Who do you see at the GP practice?

Who seen	Frequency
Your GP	64
Another GP with the practice	14
Receptionist	8
Practice Nurse	18
Other	0
Total	104

Do you see the above people for any of the following?

Reason seen	Frequency
Prescription	68
Physical health treatment	20
Mental health treatment	17
Referrals to other services	20
Occupational therapy	1
Other	4
Total	130

How would you describe your health problem?

Health problem	Frequency
Mental health	26
Learning disability	5
Drug related	19
Alcohol related	12
Physical illness	42
Sexuality or sexual health	0
Other	8
Total	112

How would you describe your health problem? (by PCT)

Health problem	Barnsley	Doncaster	Rotherham
Mental health	15	10	1
Learning disability	4	1	
Drug related	11	5	3
Alcohol related	5	6	1
Physical illness	20	21	1
Sexuality or sexual health		1	
Other		7	1

Please list any diagnosis you have had in the past 2 years

Mental Health

Diagnosis	Frequency
Depression	30
Mental Health	2
Schizophrenia	1
Stress	1
Panic Attacks	1
Total	35 (16.2%)

Alcohol Related

Diagnosis	Frequency
Alcohol addiction	5
Total	5 (2.3%)

Drug Related

Diagnosis	Frequency
Drug addiction	14
Total	14 (6.5%)

Respiratory System

Diagnosis	Frequency
Asthma	10
Chest infection	3
Bronchitis	
Emphysema	
Total	13 (6.0%)

Health issues related to circulatory system

Diagnosis	Frequency
Heart problems	1
Angina	
Blood pressure	2
Stroke	
DVT	
Gangrene	
Total	3 (1.4%)

Public health issues

Diagnosis	Frequency
Hepatitis B/Hepatitis C/ HIV	1
Total	1 (0.5%)

Physical Health General

Diagnosis	Frequency
Orthopaedic	9
Back pain/sciatica/Lumbago	4
Blackouts	1
Malnourished	1
Diabetes	3
Stomach/IBS/Crones	6
Skin condition	1
Epilepsy	1
Arthritis	6
Sleep disorder	1
Hernia	2
Tonsillitis	1
Total	36 (16.7%)

It is important to note the person who is being treated for being malnourished

Treatments received by respondents

Treatment	Frequency
Medication	28
Counselling	
Drug Treatment	9
Alcohol Detox/Counselling	3
Investigations	1
Surgery/Hospital	4
Physiotherapy	2
Total	47

Health issue related to gender?

Health issue related to gender	Frequency	%
No	101	97.1
Yes	3	2.9
Total	104	

Registered with Dentist

Registered	Frequency	%
No	134	62.9
Yes	79	37.1
Total	213	
No response	3	

Registered with a Dentist by PCT

Registered	Barnsley	%	Doncaster	%	Rotherham	%
No	66	64.1	60	62.5	8	57.1
Yes	37	35.9	36	37.5	6	42.9

Last Visit to Dentist

Time since last visit	Frequency	%
Less than 1 year	42	47.2
1 to 5 years	36	40.4
6 to 10 years	10	11.2
11 to 15 years		
16 to 19 years		
20 + years		
Childhood		
Never	1	1.1
Total	89	

Appendix 4
West Yorkshire Results - GP Registration Project Yorkshire and the Humber

Analysis and Findings

West Yorkshire provided 431 returns for analysis. This represents 5.3% of current caseload.

Level of GP Registration

Probation Office	PCT	Not registered with GP	Registered with GP
Bradford City Courts	Bradford	7	71
Bradford Fraternal House	Bradford	4	19
Calderdale	Calderdale	8	65
Dewsbury	Kirklees	4	22
Huddersfield	Kirklees	2	29
Keighley	Bradford	3	17
Leeds Waterloo House	Leeds	4	52
Leeds York Road	Leeds	8	51
Pontefract	Wakefield	0	16
Wakefield	Wakefield	3	46
Total		43	388

Age

Age	Frequency	%
16-25	167	40.0
26-35	130	31.1
36-50	94	22.5
51-65	26	6.2
65+	1	0.2
Total	418	

Ethnicity

Ethnicity	Frequency	%
White British	351	82.8
White Irish	2	0.5
White Other	1	0.2
Mixed White and Black Caribbean	7	1.7
Mixed White and Black African	2	0.5
Mixed White and Asian	4	0.9
Mixed Other	2	0.5
Asian or Asian British Indian	6	1.4
Asian or Asian British Pakistani	34	8.0
Asian or Asian British Bangladeshi	2	0.5
Asian or Asian British Other	2	0.5
Black or Black British African	2	0.5
Black or Black British: Caribbean	4	0.9
Black or Black British: Other	4	0.9
Other Ethnic Group	1	0.2
Total	424	
Not Specified	7	

Gender

Gender	Frequency	%
Female	60	14.2
Male	363	85.8
Total	423	
No response	8	

Numbers of respondents registered with GPs

Registered with GP	Frequency	%
No	43	10.0
Yes	388	90.0
Total	431	

Comment

Six people had tried to register and been excluded

“They thought I was on drugs and wasn’t trying”

“I missed three appointments”

“Moved address and they refused to keep me”

“Failed to turn up to appointments so was excluded”

“Racist to a GP”

“Theft of a credit card”

All others who were not registered had experienced difficulties in getting a GP – one of these was due to writing, 7 due to accommodation and a further 19 related to other issues:

“All Doctors are full”

“Going to prison and moving around”

“Always been in and out of prison and not needed one”

“Moved town”

“Living in different places for short periods”

The 43 people who are not registered went elsewhere for medical services. 20 went to A & E, 13 to chemist, 10 to the community drugs service and in terms of ongoing health 5 people identified that they had problems even though they were not registered.

Principal GP surgeries where respondents were registered

Probation Office	PCT	Surgery	Frequency
Bradford	Bradford	Shipley Health Centre	6
		Fountains Hall Medical Centre	5
		Highfields Medical Centre	5
		Parkside Practice	3
		Horton Park Centre	3
		Bowling Hall Medical Centre	3
Calderdale	Calderdale	Stones Surgery Mixenden	7
		Station Rd Sowerby Bridge	7
		Spring Hall Medical Centre	4
Dewsbury	Kirklees	Undercliffe Batley	4
		Mirfield Health Centre	2
		Liversedge	2
		Saville Town Med Centre	2
		Batley Health Centre	2
Huddersfield	Kirklees	Fartown Health Centre	5
		Croft House Slaithwaite	3
		Trinity Street	2
		St James Surgery Marsh	2
		Meltham Rd Lockwood	2
Keighley	Bradford	Kilmeny	4
		Dr Alim/North St	2
Leeds	Leeds	Armley Moor Health Centre	5
		Beeston Surgery	4
		Burley Park Medical Centre	4
		Meanwood	3
		Butt Lane	3
		Thornton Medical Centre	3
		Priory View Medical Centre	3
Pontefract	Wakefield	White Rose Surgery	4
		Friarwood Surgery	2
		Northgate	2
		Airedale Drive	2
Wakefield	Wakefield	Trinity Medical Centre	6
		Princes St Normanton	4
		Lupset Surgery	4
		Eastmoor	4

The objective of asking this question is to help with future negotiations with PCTs by giving specific data. Offenders being associated with specific surgeries can be a positive in terms of the service they receive, but equally can be a negative in terms of whether other people avoid attending.

Length of time people have been registered with their GP

Time Registered	Frequency	%
Less than 1 year	56	15.2
1 - 5 years	102	27.7
6 – 10 years	29	7.9
11 – 15 years	9	2.4
16 – 20 years	13	3.5
20+ years	159	43.2
Total	368	
No response	20	

Comment

Only 57.0% of respondents had been registered with their GP for more than 5 years, well below the national average of 75%.

How many times in the past year have people used their GP?

Visits to GP	Frequency	%
One or more times per week	19	5.1
One or more times per month	65	17.5
8 or more times per year	38	10.2
4-8 times per year	30	8.1
1-4 times per year	164	44.2
Not attended in past year	55	14.8
Total	371	

When asked to respond to the statement I am happy with the service from my GP – 1 = very unhappy 10 = happy,

Response	Frequency	%
1	7	1.9
2	5	1.4
3	9	2.4
4	4	1.1
5	52	14.1
6	32	8.7
7	40	10.9
8	72	19.6
9	26	7.1
10	121	32.9
Total	368	
No response	20	

The average GP satisfaction score for West Yorkshire was 7.6. In Kirklees and Calderdale the score was 7.8, in Leeds 7.7, Wakefield 7.6 with Bradford having the lowest satisfaction score of 7.5.

Has a GP Practice ever excluded you because you've been in trouble?

Refused	Frequency	%
No	404	96.7
Yes	14	3.3
Total	418	

Offenders had problems getting a GP due to:

Reason	Frequency
Reading skills	2
Writing skills	3
Language	2
Physical disability	3
Lack of accommodation	14
Other	24
Total	48

"I was homeless when I tried to register before"

"I needed an interpreter"

"Verbal dyspraxia so I need my Mothers support"

"I was taken off the books when they found out I had been in prison"

"I said I had come out of prison. They said they couldn't take me"

"Not kept to my appointments – I don't agree with the system"

"I had to move area as the local Drs was full"

"My family GP refused to give me a sick note when they saw my travel permit back to prison". I had to go to the local hospital"

Other health services used

Other health services used	Frequency
Accident & emergency	21
Walk in centres	1
Chemist	13
Community drug service	11
CPN	4
Friend, family, carer	2
Other	2

Do you have an ongoing health need?

Ongoing health need	Frequency	%
No	257	65.4
Yes	136	34.6
Total	393	
No response	38	

Ongoing health need by PCT

Ongoing health need	B	%	C	%	K	%	L	%	W	%
No	84	70.6	43	61.4	36	65.5	58	67.4	36	57.1
Yes	35	29.4	27	38.6	19	34.5	28	32.6	27	42.9
Total	119		70		55		86		63	

Who do you see at the GP practice?

Who seen	Frequency
Your GP	99
Another GP with the practice	31
Receptionist	12
Practice Nurse	27
Other	2
Total	171

Do you see the above people for any of the following?

Reason seen	Frequency
Prescription	111
Physical health treatment	47
Mental health treatment	41
Referrals to other services	35
Occupational therapy	3
Other	5
Total	242

How would you describe your health problem?

Health problem	Frequency
Mental health	60
Learning disability	5
Drug related	35
Alcohol related	26
Physical illness	76
Sexuality or sexual health	1
Other	3
Total	206

How would you describe your health problem? (By PCT)

Health problem	Bradford	Calderdale	Kirklees	Leeds	Wakefield
Mental health	19	11	6	12	12
Learning disability	2			2	1
Drug related	6	11	2	9	7
Alcohol related	4	10	1	6	4
Physical illness	20	12	13	13	18
Sexuality or sexual health		1			
Other		1	2		

Please list any diagnosis you have had in the past 2 years

Mental Health

Diagnosis	Frequency
Depression	35
Schizophrenia	4
Bi Polar	1
Post Traumatic Stress Disorder	1
Self Harm	3
Anxiety	7
Personality Disorder	4
Total	55 (12.8%)

Alcohol Related

Diagnosis	Frequency
Alcohol addiction	11
Liver problem	3
Total	14 (3.2%)

Drug Related

Diagnosis	Frequency
Drug addiction	20
Total	20 (4.6%)

Respiratory System

Diagnosis	Frequency
Asthma	16
Bronchitis	3
Emphysema	1
Total	20 (4.6%)

Issues related to circulatory system

Diagnosis	Frequency
Angina	7
Blood pressure	4
DVT	3
Total	14 (3.2%)

Public health issues

Diagnosis	Frequency
Menopause	1
Erectile Dysfunction	1
Total	2 (0.5%)

Physical Health General

Diagnosis	Frequency
Orthopaedic	3
Back pain/sciatica/Lumbago	6
Cancer	2
Diabetes	7
Stomach/IBS/Crones	5
Skin condition	1
Epilepsy	1
Arthritis	6
Hernia	2
Tonsillitis	2
Brain Injury	2
Total	37 (8.6%)

Treatments received by respondents

Treatment	Frequency
Medication	42
Counselling	9
Drug Treatment	13
Alcohol Detox/Counselling	7
Investigations	9
Surgery/Hospital	9
Physiotherapy	1
Total	87

Health issue related to Gender

Health issue related to gender	Frequency	%
No	175	93.6
Yes	12	6.4
Total	187	

“Depression due to ongoing issues and birth of new baby”

Registered with Dentist

Registered	Frequency	%
No	264	62.3
Yes	160	37.7
Total	424	
No response	7	

Registered with a Dentist by PCT

Registered	B	%	C	%	K	%	L	%	W	%
No	77	64.7	45	61.6	36	63.2	66	59.5	40	62.5
Yes	42	35.3	28	38.4	21	36.8	45	40.5	24	37.5

Last Visit to Dentist

Time since last visit	Frequency	%
Less than 1 year	110	35.0
1 to 5 years	111	35.4
6 to 10 years	47	15.0
11 to 15 years	22	7.0
16 to 19 years	8	2.5
20 + years	2	0.6
Childhood	9	2.9
Never	5	1.6
Total	314	

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