

Integrated Health Services in New Town Kolkata



April 2024

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□ Introduction to Health Services in New Town Kolkata

The health services of New Town Kolkata serves as bastions of preventive care, offering essential services ranging from primary care consultations, vaccinations, immunizations and emergency services to supply of affordable medications. They are indispensable in addressing the diverse health needs of residents, ensuring equitable access to healthcare regardless of socioeconomic status.

Together with medical treatment, these facilities in New Town Kolkata play a pivotal role in emergency response, swiftly addressing crises and minimizing the impact of health-related disasters. By nurturing a culture of health and resilience, these facilities not only safeguard individual health but also bolster the overall vitality and cohesion of the community, thereby laying the groundwork for a prosperous future.

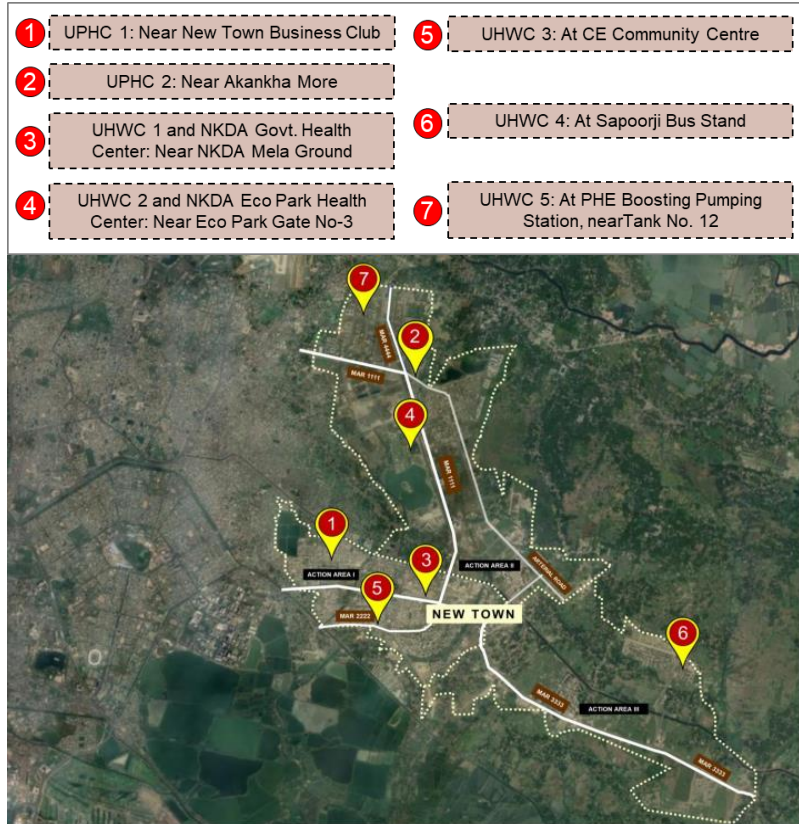
New Town Kolkata has a network of integrated health facilities that stands as a beacon of public health excellence. The health centers here serve as the frontline for primary care, offering a spectrum of medical services to the residents. The immunization and vaccination centers, strategically located, ensure widespread protection against preventable diseases, fostering community immunity. The medicine fair price shop of New Town Kolkata embodies accessibility, providing affordable medications to those in need, thereby mitigating financial barriers to healthcare. Complementing these services is a fleet of ambulances, poised to swiftly respond to emergencies, ensuring timely access to critical care. Together, these pillars of healthcare form a cohesive system, epitomizing New Town Kolkata's commitment to promoting and safeguarding the well-being of its residents.

The integrated health services of New Town Kolkata includes:



A. Health Facilities of New Town Kolkata

In New Town Kolkata there are several private health care facilities, however, there is a dearth of health care facility operated & controlled by the Government. With an aim to provide a Government operated healthcare facility in New Town, the city authority of New Town has developed two Urban Primary Health Centre (UPHC) and five Urban Health and Wellness Centre (UHWC) in New Town. In addition to catering to the needs of the people in New Town, the facilities cater to the health care requirements of people in the surrounding area of New Town. The centers have been strategically located to cover all its residents.




i. Urban Primary Health Centre- 1


The Urban Primary Health Centre (UPHC)- 1, inaugurated in Feb 2023 functions as a vital facility within the New Town area, providing accessible and comprehensive primary healthcare services to the residents.





Urban Primary Health Centre- 1


Of all the 7 health centers, this center has the dengue testing machine called ELISA.

 Near NKDA Business Club, Action Area- I

 Monday, Wednesday, Thursday: 11 am to 3 pm
Tuesday and Friday: 2pm to 7pm


 Total Staff: 7 nos.
Medical Officer- 3; Staff Nurse-1;
Technician-2; Clerical Assistant-1


 Free Doctor's consultation (OPD) and Free Medication


 Blood Test for Dengue and Malaria


ii. Urban Primary Health Centre- 2


The Urban Primary Health Centre (UPHC)- 2, inaugurated in Jan 2023 is located in a prominent intersection of New Town. The total land area of the project is 734.55 sqm or 7906 sq ft. The facility spreads across G+2 floors.

 Near Akankha More, Action Area-II

 Monday, Wednesday, Thursday:
11 am to 3 pm
Tuesday and Friday: 2pm to 7pm

 Total Staff: 8 nos.
Medical Officer- 2; Staff Nurse-3;
Technician-2; Clerical Assistant-1

 Free Doctor's consultation (OPD)
and Free Medication

 Anti Rabies Vaccine administered
till date: 72 nos.



Urban Primary Health Centre- II

Blood sample for dengue and malaria test is collected.

iii. Urban Health and Wellness Centre- 1


The Urban Health and Wellness Centre (UHWC)- 1, inaugurated in Aug 2022 serves as pillars of New Town's community well-being. Its location at the important junction serves a wide range of patients.





Urban Health and Wellness Centre- I


Blood sample for dengue and malaria test is collected.

 Near NKDA Mela Ground, Action Area- I

 Monday, Wednesday, Thursday:
11 am to 3 pm
Tuesday and Friday: 2pm to 7pm

 Total Staff: 4 nos.
Medical Officer- 1; Staff Nurse-1;
Technician- 1; Clerical Assistant-1

 Free Doctor's consultation (OPD)
and Free Medication


 Administered till date:


- Child Immunization: 958 nos.
- Anti Natal Care : 227 nos.


iv. Urban Health and Wellness Centre- 2


The Urban Health and Wellness Centre (UHWC)- 2, inaugurated in Aug 2022 ensures equitable access to quality healthcare in New Town Kolkata.

 Near Eco Park Gate No-3, Action Area- II

 Monday to Saturday : 11 am to 3 pm

 Total Staff: 2nos.
Medical Officer- 1; Staff Nurse-1;

 Free Doctor's consultation (OPD) and Free Medication

 Blood sample for dengue and malaria test is collected.




Urban Health and Wellness Centre- II


v. Urban Health and Wellness Centre- 3


The Urban Health and Wellness Centre (UHWC)- 3, inaugurated in Aug 2022 serves as vital engines of public health infrastructure in New Town Kolkata.





**Urban Health and Wellness
Centre-III**

 At Community Centre, CE Block, Newtown, Action Area- I (First Floor) Eco Park Gate No-3, Action Area- II

 Monday, Wednesday, Thursday: 11 am to 3 pm
Tuesday and Friday: 2pm to 7pm

 Total Staff: 3 nos.
Medical Officer- 1; Staff Nurse-1;
Clerical Assistant-1

 Free Doctor's consultation (OPD) and Free Medication

 Child Immunization administered till date: 70 nos.

Blood sample for dengue and malaria test is collected.

vi. Urban Health and Wellness Centre- 4

The Urban Health and Wellness Centre (UHWC)- 4, inaugurated in Aug 2022 provides accessible, affordable, and comprehensive healthcare services to the residents of AA-III.



At Saporji Bus Stand, Action Area- III



Monday, Wednesday, Thursday:
11 am to 3 pm
Tuesday and Friday: 2pm to 7pm



Total Staff: 3 nos.
Medical Officer- 1; Staff Nurse-1;
Clerical Assistant-1



Free Doctor's consultation (OPD)
and Free Medication



Administered till date:

- Child Immunization: 1016 nos.
- Anti- natal Care: 73 nos.



Urban Health and Wellness Centre- IV

Blood sample for dengue and malaria test is collected.

vii. Urban Health and Wellness Centre- 5

The Urban Health and Wellness Centre (UHWC)- 5, inaugurated in Aug 2022 promotes preventive care, thereby improving public health outcomes of the residents of New Town.



Urban Health and Wellness Centre-V

Blood sample for dengue and malaria test is collected.



At PHE Boosting Pumping Station,
near Tank No. 12, Action Area- II



Monday, Wednesday, Thursday: 11
am to 3 pm
Tuesday and Friday: 2pm to 7pm



Total Staff: 3 nos.
Medical Officer- 1; Community
Health Assistant-1; Clerical
Assistant-1



Free Doctor's consultation (OPD)
and Free Medication



Administered till date:

- Child Immunization: 493 nos.
- Anti- natal Care : 104 nos.

viii. NKDA Government Health Centre

The NKDA Govt. Health Center, inaugurated in March 2019 is the first of all the government health center to function in New Town Kolkata.



Near NKDA
Mela Ground,
Action Area- I



Monday, Wednesday,
Thursday:
11 am to 3 pm
Tuesday and Friday:
2pm to 7pm



Total Staff: 2 nos.
Medical Officer-
1; Pharmacist-1



Free Doctor's
consultation
(OPD) and Free
Medication



Blood
sample for
dengue and
malaria test
is collected

viii. NKDA Eco Park Health Center

The NKDA Eco Park health center, inaugurated in September 2023 is an innovative approach of NKDA to specifically cater to the visitors and staffs of Eco Park.



Near Eco Park
Gate No-3,
Action Area- II



Tuesday to Saturday:
3 pm to 8 pm
Sunday: 11am to 8pm



Total Staff: 2 nos.
Medical Officer-
1; Technician-1



Free Doctor's
consultation (OPD)
and Free Medication

OPD Footfall in the Health Centers

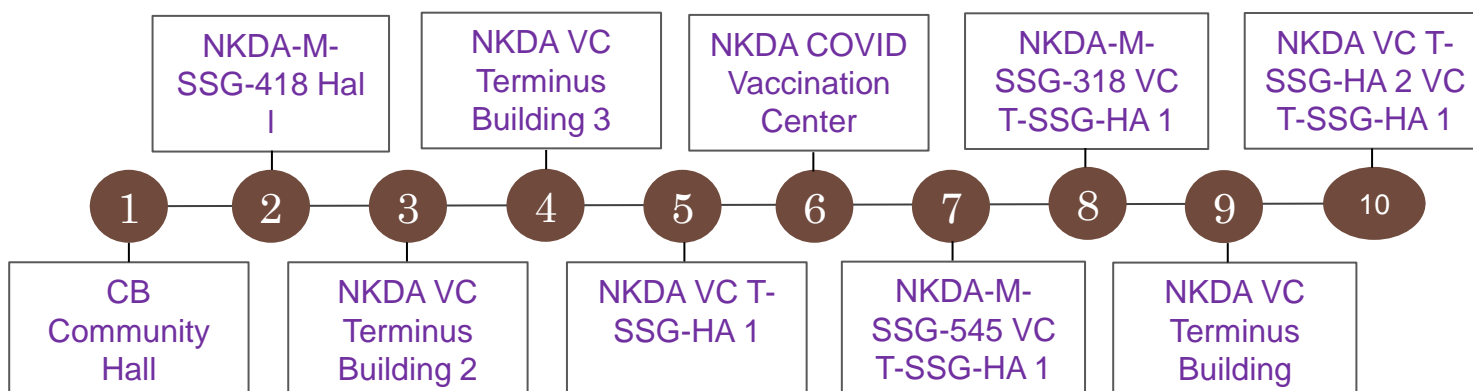
The following table shows the month wise OPD Footfall in the Health Centers:

Health Centers	OPD Footfall									
	Previous Cumulative	Aug '23	Sep '23	Oct '23	Nov '23	Dec '23	Jan '24	Feb '24	Mar '24	Cumulative till Mar '24
UPHC-1	9,234	2,115	2,155	1,737	1,578	1,274	1,008	1,178	893	21,172
UPHC-2	7,500	2,059	1,955	1,702	1,557	1,289	1,288	1,322	970	19,642
UHWC-1	3,323	1,510	853	710	687	587	532	389	292	8,883
UHWC-2	3,299	793	438	304	417	420	367	382	353	6,773
UHWC-3	4,215	462	330	301	294	333	319	341	287	6,882
UHWC-4	3,389	293	580	543	468	456	503	514	395	7,141
UHWC-5	8,676	1,792	1,099	942	839	715	645	757	631	16,096
NKDA Govt. Health Centre	7,391	818	566	475	463	226	319	313	341	10,912
NKDA ECO Park Health Center	0	0	67	269	154	195	198	177	178	1,238
Cumulative	47,027	9,842	8,043	6,983	6,457	5,495	5,179	5,373	4,340	98,739

B. Immunization and Vaccination

Vaccination and immunization are essential building blocks of public health plans for New Town Kolkata Development Authority. Regular immunization of 10 vaccine types for children and pre- natal and post- natal care for mothers are given at UHWC- 1 near NKDA Mela Ground and UHWC- 4 at Sapoorji Bus Stand. And Anti- Rabies Vaccine is given at UPHC-2 near Akankha More. Till date, total 2,467 child immunization, 404 Anti-Natal Care and 72 Anti-Rabies Vaccine have been given in these health centers of New Town Kolkata.

Besides this regular immunization, one of the major drives of vaccination in NKDA was during COVID where NKDA operated in 10 centers and various outreach camps for vaccination against COVID and all free of cost. The 10 centers were:



The vaccination was received from the Department of Health and Family Welfare through the office of the Chief Medical Officer of Health North 24 Parganas, Government of West Bengal. The details of vaccination are:

Category of Vaccine	No. of Vials Utilized	No. of Beneficiaries
Covishield Vaccine	11,231 vials	1,26,334
Covaxin Vaccine	520 vials	6,494
Corbevax Vaccine (for 12-14 years)	192 vials	3,715
TOTAL	11,943	1,36,573



Vaccination Camps at New Town

This is as per the records from the COWIN portal and the District Health authority of North 24 Parganas.

During peak covid times, the city authority operated one RAT (Rapid Antigen Test) Centre and a 20 bedded safe house facility.

Health-related Initiatives of NKDA during COVID-19

The city authorities of New Town Kolkata have constantly taken measures to keep its citizens safe from the perils of COVID 19 and ensure hygiene is maintained at every nook and corner of the city. The following are some of the health-related measures taken by New Town authorities to prevent Coronavirus transmission:

24X7 COVID 19 Helpline and Information Centre Centers

New Town Smart City's 24X7 Helpline had been enhanced as the 24X7 Covid 19 Helpline and Information Centre to take care of citizens' requirements and convenience in the city.



TELEMEDICINE

ON COVID 19 QUERIES

For New Town Citizens

Skype Name: NKDA Health Centre

TIMING: 1:00 P.M to 3:30 P.M
(except 2 PM to 2:30 PM)

Monday - Friday



Telemedicine Unit to address Covid 19 queries

A telemedicine center was launched in New Town, which allowed the residents to consult doctors through Skype about Covid 19. This initiative essentially helped the citizens understand the symptoms of the disease and also informed them on what precautions to take.

Whatsapp group for Covid 19 Health Advisory

A Whatsapp group was set up to provide Covid 19 Health Advisory for the New Town citizens. It allowed the citizens to interact with the doctor real time on Whatsapp and get advice/answers related to any queries regarding Covid 19.



Camps for free distribution of homeopathic medicine as a preventive measure against Covid 19

As preventive measure against Covid 19, distribution camps were being set up at various places within New Town by the city authorities, in collaboration with National Institute of Homeopathy, for free distribution of an immunity boosting homeopathic medicine.



Distribution of hydroxychloroquine tablets

As a preventive measure against Covid 19, hydroxychloroquine tablets were procured by the New Town city authorities and made available for all at the Health Centre in New Town Kolkata Development Authority's utility building. There were regular distribution of these medicines to the conservancy workers.

C. Medicine Fair Price Shop

In New Town Kolkata, the Medicine Fair Price Shop is located near the old DCP Office at the AD block of Action Area 1A to cater to the residents of Newtown. Essential and affordable medications are made accessible to all segments of society, especially those who might struggle to afford them otherwise. This shop is an integral part



Medicine Fair Price Shop at Action Area I

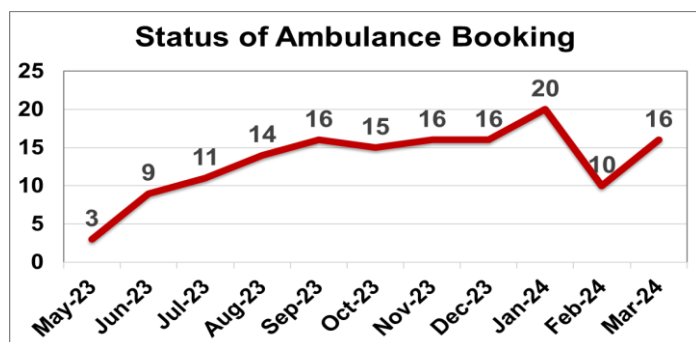
of the public health system in New Town Kolkata, designed to address the challenge of high medical costs and ensure that people receive necessary treatments without compromising their financial stability.

These shops serve as a vital link between healthcare services and the community of New Town Kolkata.

D. 24*7 Ambulance Service



The following figure shows the report of month-wise ambulance booking:



The New Town Kolkata Development Authority (NKDA) has started ambulance service for residents of New Town free of cost from June 2021. The service is available to all the residents of New Town.

The mobile services provided by NKDA during Covid 19 to supply door-to-door oxygen to the affected patients has been one of the very special initiatives of NKDA. There has been a dedicated ambulance service for the Covid-19 patients during the time of crisis.

Ambulance booking is done via ambulance helpdesk calls to NKDA in helpline no. 1800-103-7652 and ambulance health center calls.

❑ Conclusion

The integrated health services of New Town Kolkata are the heartbeat of the community's welfare. With a multifaceted approach that encompasses free medication and doctor's consultations, child immunization, pre and post natal care of the new mothers and the diligent testing for diseases such as dengue and malaria, NKDA health centers stand as bastions of preventive care and medical support.

Throughout the challenges posed by the COVID-19 pandemic, by organizing special vaccine camps and providing unwavering support to citizens, the health services of New Town Kolkata became beacons of hope in times of uncertainty. Their proactive measures not only safeguarded public health but also fostered a sense of unity and solidarity within the community.

Moreover, the presence of a Medicine Fair Price Shop ensures accessibility to essential medications, mitigating financial barriers to healthcare. Coupled with a dedicated ambulance service, these facilities exemplify a commitment to holistic care, ensuring that every citizen has access to timely medical assistance when needed.

Beyond the tangible services they provide, the true essence of these integrated health services lies in the profound impact they have on the lives of the residents of New Town Kolkata. They empower individuals to take charge of their health, promoting a culture of wellness and proactive healthcare-seeking behavior.

In conclusion, the integrated health services of New Town Kolkata represent a cornerstone of the collective welfare, embodying the principles of affordability, accessibility and excellence in healthcare delivery.