



APMS Procurement Patient and Public Engagement Report

Practice Name:	The Practice Canberra	Practice Code:	Y02906	List Size:	Raw 3,926 Weighted 3,542
Borough: Hammersmith & Fulham			Responsible Commissioner: Nick Sodhi		
Date Consultation Commenced: 05 October 2015			Date Consultation Completed: 31 October 2015		
Date of Report: 7 December 2015			Completed By: Sarb S Bansal		

Narrative

Give a brief description of the engagement undertaken and any issues arising.

GP services at The Practice Canberra are currently managed by The Practice PLC. In 2011, this provider was given a 5 year contract to run services at the surgery. This contract will come to an end in 2016 and a new contract for GP services will need to be put in place.

We will do this by running a formal selection or 'tendering' process, which will result in awarding either a new organisation or the existing organisation with a contract for the next 5 – 10 years. Old Oak Surgery which is in the vicinity of The Practice Canberra at Park View Centre for Health will also need to go through the same selection process to find a new permanent provider of services to patients registered there.

It is therefore proposed that one provider is selected to continue to provide the services for Canberra and Old Oak patients from the premises at Park View Centre for Health. Bringing both practices together will help to secure a new provider to continue to provide services.

Procurement of the new provider is being undertaken as part of NHS England's APMS programme. As part of this, we asked patients and others for their views on the services currently provided.

Letters were sent to stakeholders, including all adult registered patients in October 2015 to inform them of the procurement process and invite them to have their say on the future of the practice via surveys and patient events.

Information posters for patients were also created and put up in the practice from October 2015.

Patients were able to contribute their views in the following ways:

- Completion of an online questionnaire.
- Completion of a paper version of the above questionnaire at the GP surgery.
- Attend information session at the surgery.

Summary of issues and themes arising from the patient engagement:

Proposed opening hours:

38% of patients stated that the new opening hours completely meet their needs, 14% stated - not at all; with an average rating of 3.76. Patients noted that the new proposed hours were a reduction in the hours The Practice Canberra currently offers.

Reception Services:

67% of patients requested reception colleagues to be - calm, friendly, approachable, professional, understanding, efficient, polite, good communication skills; 33% - discreet, respect confidentiality, respect privacy; 29% - efficient when dealing with requests and enquiries; 14% -have empathy and treat with respect those whose first language is not English

In order of highest ranking:

Recommendations

Please ensure recommendations address each issue raised below and confirm whether and how the matter raised should be taken into account; has already been taken into account; or rejected, and the reason why.

Recommendation:	Opening hours:- With regards to concerns re reduction of opening hours as compared to what the current provider is providing. Hammersmith and Fulham Clinical Commissioning Group currently commissions additional GP services from three locations which enable you to book an appointment with a GP during extended hours. One of the locations that currently provides this service is Parkview (Drs Canisius and Hasan) where appointments are available Monday to Friday from 18:30 – 20:00; Saturday: 09:00 – 17:30 and Sunday: 09:00 – 13:00. No further action required
Recommendation:	Reception services: - Many employers provide compulsory training in a variety of areas, including customer service, human relations, communication skills and more. Practices are also given designated protected learning time in-house to develop skill and training. It would be recommended to speak with the CCG to see what training options they have for non-clinical staff.
Recommendation:	Appointments:- As part of the APMS service provision, patients will be able to make appointments on the phone at the first attempt without having to call back the practice. Patients will also be able to do this online which will help support reducing phone line traffic. The new APMS contract offers a variety of consultations such as telephone, emails and Skype and 4 weeks in advance appointment booking. This should ensure that patients have more flexibility when booking, attending or cancelling appointments. No further action required.
Recommendation:	Choice of GP:- All patients will be allocated a GP that they will come under as part of new requirements. Bidders will need to provide evidence of how they plan to ensure that registered patients are cared for. No action required
Recommendation:	Website:- The new APMS contract requires providers to have an up to date functioning website. No further action required.
	Language/interpreter services:- The APMS contract states that practices should not discriminate between Patients on the grounds of

Recommendation:	age, sex, sexuality, ethnicity, disability, or any other non-medical characteristics. Practices should also provide appropriate translations of materials describing procedures and clinical prognosis, where it is normal procedure to provide such materials in English, for the languages recommended by the Commissioner as being the most common languages spoken by Patients who are likely to use the Services. As well as contractual requirements to support this, based on feedback from the patient survey and engagement groups, as well as the demographics of the area, it will be recommended to employ staff who are able to speak some of the common local languages.
Recommendation:	

Written Communications						
Letter sent to:	Yes / No (If no, explain why)	Date sent		Date sent (2)		Date sent (3)
Registered Patients	Yes	05/10/2015				
Practice Patient Participation Group	Yes	05/10/2015				
Practice	Yes	05/10/2015				
Overview & Scrutiny Committee	Yes	08/10/2015				
Healthwatch	Yes	08/10/2015				
CCG	Yes	08/10/2015				
LMC	Yes	08/10/2015				
Local MP (Name):	Andrew Slaughter - H & F Greg Hands - Chelsea & Fulham	Yes				08/10/2015
Local Councillors:						
(Name):						
Name:	Andrew Jones Natalie Perez Mercy Umeh	Yes				08/10/2015
Name:	Colin Aherne Sue Macmillan Max Schmid	Yes				08/10/2015
Name:	Andrew Brown Marcus Ginn Viya Nsumbu Greg Smith Martin Waddington	Yes				08/10/2015
Other (please state):	tim.spicer@imwl.nhs.uk - H&F					
Press Release Prepared? Yes						
Yes - sent to NHS England Commas - 08/10/2015						
Date sent:	Name of publication:			Date published:		
Date sent:	Name of publication:			Date published:		
Date sent:	Name of publication:			Date published:		
Issues / Themes Arising from Written Communications						No./Source of Responses Highlighting this Point
Issue:	None					
Issue:						
Issue:						
Issue:						
Issue:						

Meetings				
	Date	Time	Venue	No.of Attendees
Practice Briefing				
Patient Engagement 1	19-Oct-15	3.30pm to 7.30pm	Park View Centre for Health	4
Patient Engagement 2				
Patient Engagement 3				
Other (please state):				
Issues / Themes Arising from Meetings				No./Source of Responses Highlighting this Point
Issue:	Themes arising included, satisfaction with loss of current provider (current service provision rated as good)			
Issue:	Increase in list size may led to current services being affected			
Issue:	Perceived reduction to current hours offering			
Issue:				
Issue:				
Issue:				
Issue:				
Issue:				
Issue:				
Issue:				
Patient Survey				
Date Online Survey launched: 01/10/2015		Date Online Survey closed: 31/10/2015		No. of Responses: 19
Date Paper Survey launched:		Date Paper Survey closed: 30/10/2015		No. of Responses: 2
Translations of Paper Survey available: (tick all applicable)		Tamil	Somali	Urdu
				Bengali
		Other (please specify):		
Issues / Themes Arising from Patient Survey				No.of Responses Highlighting this Point
Issue:	How do these opening hours meet your needs? - common themes arising: - current opening hours until 8.00pm much better cater for them population - Saturdays opening hours do not sufficiently make up for the proposed reduced hours during weekday evenings. - Sunday opening hours required - at present the surgery is open from 8am - 8pm weekdays, and until 2pm Saturday, so this would be a reduction in opening times,			8 (38%) - Completely -5 3 (14%) - Not at all - 1 Average rating - 3.76
Issue:	Booking an appointment the first time that you speak to the receptionist, without having to call back?			14 (67%) - Very important-5 3 (14%) - rated this as - 3 Average rating - 4.52
Issue:	How important is it that: - You can book an appointment for today or tomorrow?			13 (62%) -Very important - 5 1 (5%) - rated this as - 3 Average rating - 4.38
Issue:	How important is it that: - you can book an appointment up to 4 weeks in advance?			6 (29%) - Very important-5 1 (5%) - Not important - 1 Average rating - 3.43
Issue:	When you have a booked appointment: - how important is it that you are seen at your appointed time?			10 (48%) -Very important - 5 1 (5%) rated this as - 3 Average rating - 4.43
Issue:	Have you ever gone to a hospital Accident and Emergency department or a walk-in centre rather than trying to get to see a GP?- 2/21 (9%) stated that they visited A&E or WIC due to non availability of appointments			9 (43%) - Yes

Issue:	<p>Tell us what is important to you about reception services.</p> <ul style="list-style-type: none"> - calm, friendly, approachable, professional, understanding, efficient, polite, good communication skills, x14 (67%) - efficient when dealing with requests and enquiries x 6 (29%) - discreet, respect confidentiality, respect privacy x7 (33%) - have empathy and treat with respect those whose first language is not English x3 (14%) 	
Issue:	<p>How important is it that: - You can see either a male or female doctor if requested?</p>	<p>7 (33%) - Very important-5 5 (24%) - Not important -1 Average rating - 3.29</p>
Issue:	<p>How important is it that: - You are able to choose which doctor you see?</p>	<p>13 (62%) - Very important-5 4 (19%) - rated this as - 3 Average rating - 4.43</p>
Issue:	<p>Do you feel that you have enough support and information to help you manage your own medical condition? Comments included:</p> <ul style="list-style-type: none"> - Dr. is dismissive of concerns - Test results misread/incorrect diagnoses x3 - diabetic practice nurse is good - disappointment with aftercare 	<p>14 (67%) - Yes 5 (24%) - No</p>
Issue:	<p>How important is it that: - The practice involves the PPG when it makes major decisions? Comments received included:</p> <ul style="list-style-type: none"> - The PPG has a very important role to play - It's a pity that NHS England didn't discuss possible changes with the PPG at The Practice, Canberra. A lot of patients will be confused and dismayed by the decision not to renew contract - Unsure what the PPG is - 	<p>11 (52%) - Very important-5 1 (5%) - Not important - 1 Average rating - 3.48</p>
Issue:	<p>How important is it that: - Your surgery has a website from which you can order repeat prescriptions and book appointments?</p>	<p>7 (33%) - Very important - 5 2 (9%) - Not important - 1 Average rating - 3.81</p>
Issue:	<p>Is there anything else that you would like us to take into account when making a decision about appointing a new GP services provider to run your GP practice?</p> <ul style="list-style-type: none"> - 9 comments received including: - positive comments about practice x2 - 73 different languages are used by the patients at this surgery - Simple list of symptoms and diseases which are written in English and other languages - There are no valid grounds not to renew the contract of The Practice, Canberra. - NHS England wants to save money on its property estate. - If this amalgamation goes ahead the "new surgery" will have a list of over 7000 patients, unfair and impractical - I am concerned about the quality of care provided by/expertise of some of the locum doctors who have previously been contracted by the practice. Generally I would also prefer minimum use of locum staff, as I like to build up a relationship with my medical staff. -I will be transferring practices due to lack of GP support -concerned about the quality of care provided by the practice x2 	