



**APMS Procurement Patient and Public Engagement Report**

<b>Practice Name:</b>	Cross Hall Surgery	<b>Practice Code:</b>	G84628	<b>List Size:</b>	2912
<b>Borough:</b>	Bromley		<b>Responsible Commissioner:</b> Gary Beard		
<b>Date Consultation Commenced:</b>	04/10/15		<b>Date Consultation Completed:</b> 03/11/15		
<b>Date of Report:</b>	16/12/15		<b>Completed By:</b> Alexandra Hawkins		

**Narrative**

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

Two events were held on 30/10/15 pm and 3/11/15 eve. The events were attended by 1 male and 4 female patients on the 30/10/15 and 2 male and 4 female patients on 3/11/15. Overall patients are very satisfied with the service currently being provided at Cross Hall Surgery. Continuity of care and local community knowledge was a strong theme. Patient participation and involvement in decision making is important to patients. At both patient engagement events, due to the location of the nearest hospital, the need for a phlebotomy service was expressed. Patient views suggest the need for both Saturday opening and an evening surgery during the week.

**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.

<b>Recommendation Issue 1:</b>	It is recommended that the provider ensure the workforce provides continuity of care; employing permanent clinical and administrative staff.
<b>Recommendation Issue 2:</b>	Due to the specific needs of the population registered at Cross Hall, the provider has an in-depth understanding of those needs and the needs of the wider community in St Mary Cray. The understanding of the needs of the local population should not be lost through the procurement process.
<b>Recommendation Issue 3 and 9:</b>	As the current appointment system provides the majority of patients with good access to appointments that suits their needs, it is recommended that the provider maintain elements of the current system. However the provider should be looking for areas to continually improve access for patients as feedback has shown that the reason for patients attending A&E and Walk-in Centres was due to not being able to get an appointment at the practice.
<b>Recommendation Issue 4,6 and 7:</b>	The opening hours under existing APMS contract at Cross Hall are 8am - 6.30pm Monday to Friday with extended hours in the evening. The APMS contract being procured, Part 2.2 (Access to Services) currently requires the provider to include opening hours on Saturday between 9 - 1pm. Patient views showed a large number of patients stated they wished to retain the evening surgery with an equal amount of patients stating they would use a Saturday surgery. It is recommended that consideration is given to a change in the specification for the surgery opening times. The recommendation is that the additional hours outside of core hours be split between a 2 hour evening surgery and a 2 hour Saturday morning surgery. This is supported by the Patient Survey July 2015; 'How convenient was the appointment you were able to get' - Cross Hall Surgery 94% satisfied, Bromley average 91%, National average 92%. 'Satisfaction with practice opening times' - Cross Hall Surgery 82% satisfied, Bromley average 71% satisfied, National average 75% satisfied.
<b>Recommendation Issue 5:</b>	It is recommended that consideration is given by the provider to establishing a phlebotomy service at the practice. The current APMS specification requires the provision of Minor Surgery. As patients have expressed that they are happy with the provision of Minor Surgery provided by practices in the area, consideration should be given to replacing this service with phlebotomy.
<b>Recommendation Issue 8:</b>	No recommendation on this issue as The APMS contract Part 2,2.9 (Access to Services) requires 'an average (mean) of 72 consultations with a GP or Nurse Practitioner (or other suitably qualified medical practitioner with the express consent of the Commissioner) per 1000 Carr-Hill weighted registered patients per week during APMS Core Hours each contract year.'
<b>Recommendation Issue 10, 11 and 12:</b>	Patient Voice is included in the APMS contract Part 2.3. It is recommended that the Patient Participation Group is publicised in the waiting area and on the practice web site. The outcomes of patient surveys and changes/developments in the practice that were influenced by the patient survey and the Patient Participation Group should also be publicised. The provider should actively seek to expand the Patient Participation Group to make it representative of the practice population.
<b>Recommendation Issue 13:</b>	Patients have expressed satisfaction with the current service provision at Cross Hall, it is recommended that the existing level of service provision be retained along with the administrative staff who know the population.

|

|

|

Written Communications						
Letter sent to:	Yes / No (If no, explain why)	Date sent		Date sent (2)		Date sent (3)
Registered Patients	Yes	14/10/2015				
Practice Patient Participation Group	Yes	14/10/2015				
Practice	Yes	14/10/2015				
Overview & Scrutiny Committee	No	N/A				
Healthwatch	NO	N/A				
CCG	Yes	29/09/2015				
LMC	yes	29/09/2015				
Local MP (Name):	No					
Local Councillors: (Name):						
Name:						
Name:						
Name:						
Other (please state):						
Press Release Prepared? Yes / No		NO				
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:	The procurement of the APMS contract was approved by the Primary Care Joint Committee on the 29/09/15					
Issue:						
Issue:						
Issue:						
Issue:						

Meetings										
	Date	Time	Venue				No.of Attendees			
Practice Briefing										
Patient Engagement 1	30/10/2015	1.00pm	Cross Hall Surgery				5			
Patient Engagement 2	03/11/2015	7.30 pm	Cross Hall Surgery				6			
Patient Engagement 3										
Other (please state):										
Issues / Themes Arising from Meetings										No./Source of Responses Highlighting this Point
Issue 1:	Continuity of care is very important, the practice is currently run by a single handed GP who is very popular with the patients.									3
Issue 2:	The current GP understands the local population and their needs, patients were concerned that this knowledge would be lost and this could impact on the care provided.									2
Issue 3:	Patients stated that they never had difficulty getting an appointment and that they very rarely had to wait to be seen.									4
Issue 4:	Patients were concerned that there would no longer be extended hours appointments in the evenings, the current provision of an evening late surgery suits many of the patients who work who would not wish to attend the surgery at the weekend. One patient who works in the City and has a young child, stated that she would find a Saturday clinic advantageous for her situation.									4
Issue 5:	Patients did not think that the practice providing Minor Surgery was a priority, currently there are practices in the locality that provide this for patients registered at Cross Hall. The consensus was that the provision of a phlebotomy service would be more beneficial as currently patients have to travel a long and difficult journey by public transport to the nearest hospital.									3
Patient Survey										
Date Online Survey launched: 04/10/15			Date Online Survey closed: 31/10/15				No. of Responses: 43			
Date Paper Survey launched: 15/10/15			Date Paper Survey closed: 30/10/15				No. of Responses: 18			
Translations of Paper Survey available: (tick all applicable)		Tamil	<input checked="" type="checkbox"/>	Somali	<input checked="" type="checkbox"/>	Urdu	<input checked="" type="checkbox"/>	Bengali	<input checked="" type="checkbox"/>	
		Other (please specify):								
Issues / Themes Arising from Patient Survey										No.of Responses Highlighting this Point
Issue 6:	Saturday opening hours are popular with some patients who find it difficult to attend the surgery during the week due to work, however there was concern expressed regarding the Doctors work load.									8
Issue 7:	Concern was expressed that the practice would no longer be open later in the evening during the week with the new APMS contract. Patients expressed the view that late evening opening was very suitable for their needs as they would not wish to spend time at the weekend going to see a GP									5
Issue 8:	2 patients stated that access to appointments had improved, previously the afternoon surgery did not start until 4pm, this has now been brought forward to 3pm									2
Issue 9:	Some patients reported that the reason they attended A&E or a walk-in centre was due to not being able to get an appointment at the surgery									9
Issue 10:	There was strong feelings that the practice should serve the community and that it was important for patients to be involved in decision making									3
Issue 11:	It was expressed that the Patient Participation Group was not well publicised, 3 patients were not aware that it existed									5
Issue 12:	Concern was expressed that patient views would not be taken into consideration in the decision making process									2
Issue 13:	Many patient are very happy with the service provided at Cross Hall Surgery, praise for staff were given stating that patients are treated with respect and the Doctor is friendly, empathetic and knows his patients									7