



# APMS Procurement – Patient and Public Engagement Report

**The Great West Practice**  
Meadows Centre for Health  
Chinchilla Drive  
Hounslow  
Middlesex  
TW4 7NN

OFFICIAL

**Alternative Provider Medical Services (APMS) Procurement – Patient and Public Engagement Report**

The Great West Practice

Version number: 1

First published: January 2017

Prepared by: NHS England (London) and Hounslow Clinical Commissioning Group (CCG)

Classification: OFFICIAL

## Contents

Contents .....	3
1 Purpose .....	4
2 Findings .....	4
2.1 Background .....	4
2.2 How We Collected Your Views .....	4
2.3 What You Told Us .....	5
2.4 What We Will Do With This Information .....	5
2.5 Annex 1 (Statistics) .....	6

## 1 Purpose

The purpose of this report is to provide details of feedback from patients and other stakeholders on the proposals put forward by NHS England and Hounslow Clinical Commissioning Group (CCG) for the future of the Great West Practice, and to outline how this feedback will affect the plans.

## 2 Findings

### 2.1 Background

GP services at the Great West Practice are currently managed by Greenbrook Healthcare Limited. In 2008, Greenbrook Healthcare Limited was given a contract to run those services. The contract will come to an end on 30<sup>th</sup> June 2017. NHS England and Hounslow CCG are proposing to put in place another contract so that a GP service can continue to be delivered at the current location uninterrupted. We will do this through a competitive tendering process, which Greenbrook Healthcare Limited have advised us they will not be taking part in.

Heston Practice, which is located near The Great West Practice, 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 to patients registered at The Great West Surgery and Heston Practice. Services will continue to be provided from both sites. Bringing both practices together under a single contract 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 Tranche 5 programme.

NHS England and Hounslow CCG wanted to hear from patients and stakeholders to make sure that their views are taken into account in making this important decision about who manages GP services at the Great West Practice.

### 2.2 How We Collected Your Views

NHS England and Hounslow CCG undertook a four week period of engagement during November with patients and other stakeholders on the proposed options for the Great West Surgery. These stakeholders were encouraged to express their views about any concerns they may have with the plans and suggestions for changes or improvements.

Patients were asked to give their feedback on the services they receive, what they value from the services and what they would want improved. They were able to contribute their views in the following ways:

## OFFICIAL

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

### 2.3 What You Told Us

During the engagement period we received a total of 9 online and paper surveys. Key themes from both the surveys and patient event included:

- a. Patients were generally happy with the reception service currently provided, however some patients expressed concerns with the helpfulness of the team and felt this could be improved. One patient commented that they would like the team to be more attentive, to always try to help, and to provide alternatives when possible.
- b. Patients reported finding it difficult getting through on the phone and making an appointment. Comments about booking appointments included:

“Same day appointments are difficult to book. Most of the time same day appointment are required in case of urgency and not getting one increase the illness. It is a request to increase chances of getting same day appointment especially in case of babies, kids and certain types of illness.”

- c. Patients value continuity of care with access to regular doctors rather than locums. Comments on continuity of care included:

“We have had multiple locum doctors who come and go but have no knowledge of the patients. We need a stable permanent team who get to know the patients and can give tailored support.”

- d. Some patients expressed concern with the proposed opening hours of the practice.
- e. Some patients expressed concerns that building often feels empty and is not well utilised, and felt this was a waste. One patient also commented that more could be done to assist patients.

In order of highest ranking the following requirements for future providers were scored as the most important:

- Booking an appointment the first time that you speak to the receptionist, without having to call back – 97%
- Booking an appointment at short notice - 95%
- Booking an appointment up to 4 weeks in advance – 93%

### 2.4 What We Will Do With This Information

Feedback will be shared with bidders in order that they take into account patient wants and needs when planning services and submitting their bids. The bidding

## OFFICIAL

process has been designed in such a way that only bidders who take into account patient feedback will be in a position to be awarded top marks.

The new contract that will be put in place has been created to ensure that the same consistent high level of service is provided to patients at surgeries across London. This includes key requirements for being able to book appointments quickly, efficiently, and provided at a range of times. This includes:

- The availability of Saturday morning appointments between 9am and 1pm.
- The new provider will need to provide a minimum number of GP and Nurse appointments for its patients. This should help to increase the number of appointments available and reduce waiting times to see a doctor or nurse.
- When patients call to book an appointment they will be able to do so first time. They won't be asked to call back another time.
- Patients will be able to book an appointment for the day you call, or the next day, if they would like to. Patients who are feeling unwell when they call will want to do this, although the appointment won't necessarily be with your usual doctor.
- Patients will be able to book an appointment for up to four weeks in advance if they wish. Patients who want to plan routine check-ups around busy lives may find this useful.
- Patients will be able to book an appointment with your chosen doctor within a week, under normal circumstances.
- Patients will be able to book appointments in a number of ways: in person at reception; by telephone; or online via the surgery website.

In addition to the opening hours provided by the practice, as part of the extend hours programme, Hounslow CCG has commissioned extended access from each of its five localities. Patients will be able to access urgent and routine appointments from a local hub from 18.30-20.00 every weekday and from 08.00-20.00 at the weekend.

This service should be available by April 2017.

### 2.5 Annex 1 (Statistics)

<b>Practice Name:</b>	<b>Great Western Practice</b>	<b>Practice Code:</b>	<b>E85727</b>	<b>List Size:</b>	<b>3480</b>
CCG: Hounslow		Responsible Commissioner: Rachel Donovan			
Date Consultation Commenced: 27 October 2016		Date Consultation Completed: 21 November 2016			
Date of Report: January 2017		Report Written By: Mike Nelson			

**Written Communications**

OFFICIAL

Letter sent to:		Yes / No (If no, explain why)	Date sent (1)		Date sent (2)		Date sent (3)
Registered Patients		Yes	28/10/2016				
Practices within a mile radius		Yes	28/10/2016				
Practice Patient Participation Group		Yes	28/10/2016				
Incumbent Provider		Yes	28/10/2016				
Overview & Scrutiny Committee		Yes	28/10/2016				
Healthwatch		Yes	28/10/2016				
LMC and LPC		Yes	28/10/2016				
Hounslow Pharmacies		Yes	28/10/2016				
Hounslow GP Practices		Yes	28/10/2016				
MP (Name):	Ruth Cadbury & Seema Malhotra	Yes	28/10/2016				
Councillors:							
Name:	Sukhbir Singh Dhaliwal	Yes	28/10/2016				
Name:	Daanish Saeed	Yes	28/10/2016				
Name:	Gurpal Viridi	Yes	28/10/2016				
Other (please state):							
Press Release Prepared? Yes / <u>No</u>		Not applicable					
Date sent: N/A		Name of publication: N/A			Date published: N/A		
Date sent: N/A		Name of publication: N/A			Date published: N/A		
Date sent: N/A		Name of publication: N/A			Date published: N/A		

OFFICIAL

<b>Issues / Themes Arising from Written Communications</b>		No./Source of Responses Highlighting this Point
Issue:	Ability to book an appointment when required	5

<b>Meetings</b>				
-----------------	--	--	--	--

	Date	Time	Venue	No. of Attendees
Patient Engagement 1	17th November 2016	3.30pm-6.30pm	Meadows Health Centre	1

<b>Issues / Themes Arising from Meetings</b>				No./Source of Responses Highlighting this Point
--	--	--	--	---

Issue:	Patients reported finding it difficult getting through on the phone and making an appointment.	Patient Event
--------	--	---------------

<b>Patient Survey</b>									
-----------------------	--	--	--	--	--	--	--	--	--

Date Online Survey launched: 28 <sup>th</sup> October 2016	Date Online Survey closed: 21st November 2016	No. of Responses: 5
---	--	------------------------

Date Paper Survey launched: 28 <sup>th</sup> October 2016	Date Paper Survey closed: 21st November 2016	No. of Responses: 4
--	---	------------------------

Translations of Paper Survey requested: (tick all applicable)	Tamil		Somali		Urdu		Bengali		
	Other (please specify):								

<b>Issues / Themes Arising from Patient Survey</b>				No. of Responses Highlighting this Point
--	--	--	--	--

Issue:	Customer service standards of reception staff	6
--------	---	---

Issue:	Concerns with appointment system	5
--------	----------------------------------	---

Issue:	Concerns with proposed opening hours	2
--------	--------------------------------------	---

Issue:	Continuity of care and seeing a regular GP	4
--------	--	---



OFFICIAL

Issue:	Having to use other NHS resources because could not get an appointment	5
Issue:	Building often feels empty and is not well utilised	3