



# APMS Procurement – Patient and Public Engagement Report

**Heston Practice**  
Heston Health Centre  
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Middlesex  
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**Alternative Provider Medical Services (APMS) Procurement – Patient and Public Engagement Report**

Heston Practice

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

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## 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 Heston Practice, and to outline how this feedback will affect the plans.

## 2 Findings

### 2.1 Background

GP services at the Heston 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 plan to re-procure the contract through a competitive tendering process.

The Great West Surgery, which is located near Heston 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 provide the services to patients registered at both The Great West Surgery and Heston Practice. Services will continue to be provided from both sites. 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 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 Heston Practice.

## 2.2 How We Collected Your Views

NHS England and Hounslow CCG undertook a four week period of engagement during November with the patients of the Heston Practice and other stakeholders on the proposed options for the practice. These stakeholders were encouraged to express their views about any concerns they may have about 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:

- 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 29 online and paper surveys. Key themes from both the surveys and patient event included:

- a. Patients expressed concern about the turnover of staff and inability to see the same GP. This led to concerns about having to re-explain the complaint and receive differing advice with each GP. Comments on staff turnover included:

“I have been at this practice and predecessor for over 30 years and continuity with your GP is very important. Firstly they not only know your history, but also your lifestyle and family. None of this will be in the computer. When you keep on seeing locum doctors, there is no continuity. I would rather not see a locum and wait for my regular GP to be seen.”

- b. Patients informed us that they are often told to go to The Great West Surgery but they felt this was unreasonable due to the distance.
- c. Patients are appreciative of the additional services that they currently receive, such as phlebotomy, but would like to see more additional services in the future. Additional services mentioned included: Sexual health clinics, weekend clinics, minor surgery, ECGs, other screening services and healthy eating services.

“Screening checks such as ECG... To avoid awaiting an appointment at Bath Road Clinic and hospital, could a nurse provide a triage service so as to reduce demand on GPs?”

- d. Patients have expressed concerns about the space currently available in the waiting room and are further concerned about the impact of any future growth in the patient list. Comments about this included:

“I have not been there lately but for years the waiting room has been too small and badly managed, chairs too close, hopelessly outdated patient calling arrangements and another practice in the same space

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interacting confusingly. Reception staff are polite and efficient but overall management appears not good enough...

There were also comments that patients were not always notified when doctors changed.

- e. Patients are overall keen for the formation of a Patient Participation Group (PPG) so that they may have a voice. They are however sceptical that this will ever happen. Comments on this included:

“Waiting for this to take place since 2012!! They are talking about a Virtual PPG, that makes no sense to me.”

- f. Patients’ views on the reception staff were mixed. However it was clear that they greatly valued pleasant and helpful receptionists with additional staff provided at peak times to prevent extended waits to speak to a receptionist. Comments on reception issues included:

“For some people it may be their first time coming to the GP or coming alone in this case it is vital that the receptionist and friendly and helpful when needed. The receptionist should be able to guide us to where we need to wait and how long our wait should approximately be...”

There were also some comments that reception services should be patient, attentive to patients, and that they should always be empathetic in this setting.

- g. By far the most common feedback we received from patients was their inability to get an appointment. Patients informed us that they have to call at 8am to get an appointment but often the phone does not get answered. The current booking system is very restrictive and patients would like to see this replaced with a system that gives a range of different options for making an appointment. Comments on this included:

“Able to get through to a receptionist when calling the practice. Able to book an appointment over the phone as well as in person and online. Politely greeted by the receptionist. Assisted if I have any questions / need help with a form, etc. Signposted to appropriate services where appropriate. Seen by a doctor as close to my appointment time as possible.”

- h. Some patients expressed concern with the opening hours of the practice, but are broadly supportive of the proposed Saturday opening hours. Some of the comments on the proposed new opening hours included:

“Will be happy if Saturday openings do happen.”

“Would be better if open earlier on a few days & later on others, maybe all day Saturday.”

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

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- Booking an appointment the first time that you speak to the receptionist, without having to call back – 93%
- Booking an appointment at short notice - 91%
- Being seen at appointment time – 86%.

### 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 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.
- 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 you 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.
- 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 its 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 will be available by April 2017.

The site is currently being re-developed, with building work planned to commence at the end of 2017. All providers will continue to provide services from the existing premises until the new development has been completed.

## 2.5 Annex 1 (Statistics)

<b>Practice Name:</b>	<b>Heston Practice</b>	<b>Practice Code:</b>	<b>E85739</b>	<b>List Size:</b>	<b>6108</b>
CCG: Hounslow		Responsible Commissioner: Rachel Donovan			
Date Consultation Commenced: 27 October 2016		Date Consultation Completed: 21 November 2016			
Date of Report: 3 January 2017		Report Written By: Mike Nelson			

Written Communications					
Letter sent to:	Yes / No (If no, explain why)	Date sent (1)		Date sent (2)	Date sent (3)
Registered Patients	Yes	28/10/2016			
Incumbent Provider	Yes	28/10/2016			
Overview & Scrutiny Committee	Yes	28/10/2016			
Healthwatch	Yes	28/10/2016			
LMC	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:	Lily Bath	Yes	28/10/2016		
Name:	Rajinder Bath	Yes	28/10/2016		
Name:	Shantanu Rajawat	Yes	28/10/2016		



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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		

Meetings									
	Date	Time	Venue	No. of Attendees					
Patient Engagement 1	16th November 2016	3.30pm -6.30pm	Heston Health Centre	20-25					
Issues / Themes Arising from Meetings				No./Source of Responses Highlighting this Point					
Issue:	Concern over being asked to go to The Great West Surgery. Patients informed that they felt this was unreasonable due to the distance.			Patient event					
Issue	Currently access to appointments is a concern. Patients informed that they have to call at 8am each morning but often the phone does not get answered.			Patient Event					
Issue:	Patients expressed concern over the inability to see the same GP. Concern over having to re-explain the complaint and receive differing advice with each GP			Patient Event					
Patient Survey									
Date Online Survey launched: 24 <sup>th</sup> October 2016	Date Online Survey closed: 21 <sup>th</sup> November 2016		No. of Responses: 18						
Date Paper Survey launched: 24 <sup>th</sup> October 2016	Date Paper Survey closed: 21 <sup>th</sup> November 2016		No. of Responses: 11						
Translations of Paper Survey requested: (tick all applicable)	Tamil		Somali		Urdu		Bengali		
	Other (please specify):								

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Issues / Themes Arising from Patient Survey		No. of Responses Highlighting this Point
Issue:	Patients would like some late week day appointments	4
Issue:	Patient concerns on staff turnover	2
Issue:	Additional services currently provided and in the future	17
Issue:	Concerns around space	1
Issue:	Formation of a PPG	4
Issue:	Inability to get an appointment when required	15
Issue:	Saturday opening	5
Issue:	General customer service skills of reception staff could be improved	12