

**APMS Procurement  
Patient and Public Engagement Report  
Carpenters Road**



**Newham Clinical  
Commissioning Group**

**May 2019**



## Purpose

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

## Background

GP Practices are not managed directly by the NHS. Instead, the CCG appoints an organisation to manage your GP practice. This can be run by a single GP; a group of GPs; a social enterprise or a limited company. The organisation that manages your GP practice employs the doctors, nurses and other staff who work there.

The contract to run the practice covers a set period of time. This enables the Clinical Commissioning Group to periodically check that the organisation appointed to provide services remains the best option for patients.

The five year contract with the current provider of GP services at Lantern Health is due to end on the 31 March 2020. As a result of this, Newham CCG are required to review the contract and open a competitive process. A variety of providers (including the current providers of GP Services at Carpenters Road, managed by Lantern Health CIC) can participate in the competitive tendering process for the new contract to manage the practice for the next five to ten years.

Practice constituents were assured that the practice will not close and that GP services will continue uninterrupted. Practice constituents were offered the opportunity to share their views on the services that should be provided by the practice.

## How We Collected Your Views

To help the CCG understand what the practice constituents valued about the current service and what they would like to see improved, the CCG invited practice constituents to engagement events to make sure their views about who manages GP services in the practice are taken into account. There was an also online survey from 1-28 March 2018

The survey ran for 28 day and was available through a secure link:  
<https://www.engage.england.nhs.uk/survey/2e35e47b>.

During the same period, paper copies of the survey were made available at the local practices as well as the offer to attend information sessions to learn more about the process and put forward ideas and suggestions to improve the services. Face to face session were arranged as follows:

- Carpenters Practice, 236-252 High Street, Stratford, London, E15 2JA  
Tuesday 19 March 2019, from 4.30-6.30pm.
- Church Road Practice, The Centre, 30 Church Road, Manor Park, London, E12 6AQ  
Tuesday 26th March 2019 from 2:00pm – 4:00pm.

The survey received 104 responses in total; 68 online and 36 by paper. There were four practice constituents at the Carpenter Road engagement event who were all English speaking.

Seven practice constituents attended the Church Road engagement event. Three languages spoken English, Bengali and Gujarati (no need for interpreters 86% of all respondents spoke English).

## What You Told Us

Respondents were split quite evenly by gender. They were mainly heterosexual and the largest age group represented was 30-44-year-olds (41%).

Respondents to the survey felt strongly that the opening times met their needs and 72% would be happy if offered an appointment in a local extended access hub, however 82% didn't really know what it was. Respondents were aware of 111 services though.

Flexibility around booking appointments is important with 60-80% practice constituents responding to say it is important/very important. Respondents were less concerned with being able to see:

- a gender specific GP
- waiting longer to see a specific GP
- a video appointment.

Out of the 60 respondents who went to A&E, Walk in Centre or call 111 rather than trying to see a GP only 11% did so because they couldn't get an appointment.

70% of respondents felt they were supported to manage their healthcare.

Although 63% of respondents indicated it was important/very important that the practice involves the Patient Participation Group (PPG) in decision making 72% didn't know a PPG does, nor how to get involved.

A high percentage (67-77%) of respondents felt being able to access online services was important/very important.

## What We Will Do With This Information

Feedback proved showed that patients are currently satisfied with the opening times of the surgery. Due to the local commissioning arrangements in respect of extended hours and extended access, there is no requirement for the provider to provide weekend hours and so the feedback from patients supports this approach.

The majority of responses to Question 8 (*Please tell us what is important to you when talking to or visiting your GP reception: - Tell us what is important to you when talking to or visiting your GP reception?*) reference the need for friendly and helpful reception staff and therefore this will be factored into the procurement in respect of practice staff training and the monitoring of patient experience.

Patients in response to Question 13 (*Apart from being able to see a GP or Nurse when you are ill, are there any other services currently provided at your GP surgery that you particularly value?*) and 14.1 (*Are there any other services that you would like to see provided at your GP surgery?*) cited the need to be able to access more

services through the practice reception, blood tests within the practice and more holistic care within the practice setting.

These services are within the CCGs commissioning intentions within the new contracting arrangements within Primary Care Networks and the procurement will query how the potential provider will work with neighbouring practices.

During the procurement process the CCG will also query the involvement and engagement plans for any bidders to ensure that the service delivery is improved through interaction with patient groups.

**ANNEX 1 (Statistics)**

<b>Practice Name:</b>	Lantern Health	<b>Practice Code:</b>	F84749	<b>List Size:</b>	15,142 (Raw – Jan 2019)
<b>CCG:</b> Newham CCG			<b>Responsible Commissioner:</b> Joseph Lee		
<b>Date Consultation Commenced:</b> 1 March 2019			<b>Date Consultation Completed:</b> 28 March 2019		
<b>Date of Report:</b>			<b>Report Written By:</b> Joseph Lee		

<b>Written Communications</b>						
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Letter sent to:		Yes / No (If no, explain why)	Date sent (1)		Date sent (2)		Date sent (3)
Registered Patients		Yes	20/02/2019				
Incumbent Provider		Yes	05/03/2019				
Health and Wellbeing Board		Yes	15/03/2019				
Healthwatch		Yes	15/03/2019				
LMC		Yes	15/03/2019				
<b>MP (Name):</b>	Mr Stephen Timms Ms Lynn Brown	Yes	15/03/2019				
<b>Councillors:</b>							
<b>Name:</b>	Ken Clark	Yes	15/03/2019				
<b>Name:</b>	Mariam Dawood	Yes	15/03/2019				
<b>Name:</b>	Terry Paul	Yes	15/03/2019				
<b>Other (please state):</b>							
<b>Press Release Prepared?</b> No							
<b>Date sent:</b>	<b>Name of publication:</b>		<b>Date published:</b>				
<b>Date sent:</b>	<b>Name of publication:</b>		<b>Date published:</b>				
<b>Date sent:</b>	<b>Name of publication:</b>		<b>Date published:</b>				

<b>Issues / Themes Arising from Written Communications</b>		<b>No./Source of Responses Highlighting this Point</b>
<b>Issue:</b>	None	

Meetings				
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	Date	Time	Venue	No. of Attendees
<b>Practice Briefing</b>	N/A			
<b>Patient Engagement 1</b>	19/03/2019	4:30pm to 6:30pm	Carpenters Practice, 236-252 High Street, Stratford, London, E15 2JA	4
<b>Patient Engagement 2</b>	26/03/2019	2pm to 4pm	Church Road Practice, The Centre Manor Park, 30 Church Road, London, E12 6AQ	7
<b>Patient Engagement 3</b>				
<b>Other (please state):</b>				

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<b>Issues / Themes Arising from Meetings</b>		<b>No./Source of Responses Highlighting this Point</b>
<b>Issue:</b>	• Is pleased with the surgery and would like to retain it	1
<b>Issue:</b>	• Wanted to know more around the process	2
<b>Issue:</b>	• Isn't happy with patient access at Manor Park branch site	1
<b>Issue:</b>	• Wanted to make sure the practice isn't closing	1

Patient Survey				
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<b>Date Online Survey launched:</b> 1 March 2019	<b>Date Online Survey closed:</b> 28 March 2019		<b>No. of Responses:</b> 68						
<b>Date Paper Survey launched:</b> 1 March 2019	<b>Date Paper Survey closed:</b> 28 March 2019		<b>No. of Responses:</b> 36						
<b>Translations of Paper Survey requested:</b>	<b>Tamil</b>		<b>Somali</b>		<b>Urdu</b>		<b>Bengali</b>		
	<b>Other (please specify):</b>								

<b>(tick all applicable)</b>						
<b>Issues / Themes Arising from Patient Survey</b>						<b>No. of Responses Highlighting this Point</b>
<b>Issue:</b>	Opening times meet the needs of the patients					72%
<b>Issue:</b>	Limited knowledge of the extended hours service					82%
<b>Issue:</b>	Flexibility of appointment					60%
<b>Issue:</b>	Important to involve patients					63%