



Tower Hamlets
Clinical Commissioning Group

Enclosure B

APMS Procurement Patient and Public Engagement Report

East One Health Practice

**Tower Hamlets Clinical Commissioning Group
And
North East London Primary Care Commissioning Team**

28/05/2019

Purpose

The purpose of this report is to provide details of feedback from patients and other stakeholders. This will be taken into account when making the important decision about who manages GP services in your surgery, when the current contract for the **East One Health Practice** comes to an end in August 2020. Potential contract bidders will be provided with this information to take into consideration when responding.

Background

The East One Health Practice contract was procured in 2010 as a single Alternative Provider of Medical Services (APMS). The contract is currently managed by the East One Health GP partnership. The practice is based over two sites, the main site in Deancross Street and a branch site in Cable Street.

The **East One Health** contract is coming to an end in August 2020 and there is a legal requirement that NHS England and the Tower Hamlets Clinical Commissioning Group (CCG) run a formal process to put a new contract in place.

There is also a proposal to relocate to new premises towards the end of 2020. In order to provide high quality accessible primary care from modern, fit for purpose premises for all patients in Tower Hamlets, a neighbouring practice, Whitechapel Health, will also relocate to these new premises.

How We Collected Your Views

I – Collection

An **information letter** was sent to all registered patients at East One Health Practice on the 12th of March 2019. A full translation service across all languages was made available via a freephone number.

A **survey** was available via a web link in the letter and printed copies were available at the Practice reception.

In the letter, patients were invited to join one of the **two drop in sessions** ran at 14 Deancross St, London E1 2QA on the 25th of March 11:30-13:00 and 16:30-19:00.

Tower Hamlets CCG also notified the following stakeholders:

- London Borough Tower Hamlets
- Local Councillors
- Local MP
- The Local Medical Committee
- Healthwatch
- Tower Hamlets Community Commissioning Patient Panel

25 patients attended on the day and were invited to complete the paper survey if not done already. CCG and North East London Primary Care Commissioning (NELCA) staff were present to help answer patient's questions, provide information about the procurement process and proposed relocation and collect any feedback.

II – Responses

- 102 electronic responses and 25 paper surveys have been collected
- 25 people attended the drop in session

- 2 people called the CCG to have more information

Key results are highlighted in the section below.

What You Told Us

Patient Survey

127 surveys were completed. Main themes emerging from the results of the survey are:

Theme #1 Availability of appointments

When booking appointments 78% of respondents have declared that they are satisfied with the practice current opening hours and 78% reported that they would you be happy to have an appointment with a GP or Nurse in the extended hours hub as an alternative to being seen in the practice, if it meant you could be seen in the evening or on a weekend. However 70% of the respondents don't feel they have enough information about extended hub services and some patients reported they didn't know it existed.

patients have reported that they value in order of preference:

- Being able to book an appointment at short notice (i.e. the same or next day);
- Being able to book an appointment the first time that you speak to the receptionist, without having to call back;
- Being seen on time when you arrive for an appointment.

Theme #2 Access to services

Patients have reported that it is important for them to **be able to choose which doctor you see for a routine appointment**, even if you have to wait a little longer to see your chosen doctor. 53% of patients have reported that being able to ask to see either a male or female GP was not too important.

Of 124 patients, 60% of respondents (74 patients) have gone to a hospital Accident and Emergency department (A&E) or a walk-in Centre, or called NHS 111 rather than trying to see a GP. Amongst the respondents 55% declared that this was because they **couldn't get an appointment with their GP or the GP was closed at that time**.

Patients commented that it is very important for them to **not be kept waiting on the phone** while trying to call in for an appointment or advice.

Theme #3: Quality of services (clinical and administrative teams)

Patients are generally satisfied with the services provided by the practice. When asked if there were any other services that they would like to see provided at the GP surgery, most common suggestions are:

- Vaccination and other injections
- General check ups
- Minor surgery
- Specialist clinics (e.g. sexual health and skin)

Some patients have also reported that it is important that privacy is respected and they had difficulties with the current layout of the reception and waiting area.

Theme #4: online access and GP website and communication

Amongst online available services patients reported that they value in order of preference:

- Book appointments (84% of respondents rated it as important)
- Order repeat prescriptions (80% of respondents rated it as important)

- View medical records (72% of respondents rated it as important)

Some patients commented that they didn't know about the practice website and the available online services or have only recently noticed it.

Patients are mostly satisfied with the available text messaging service and find it really useful, especially for appointment reminders.

Patient drop in sessions

25 patients attended the drop in sessions.

Representation at the sessions included, Tower Hamlets CCG Primary Care Commissioning, North East London Primary Care Commissioning staff, a Board Member and a Bengali (Sylheti) interpreter.

Key areas raised at the sessions:

Current Service

- Patients were complimentary about reception and clinical staff and felt they had known some of them for a long time.
- Patients commented that they really value the current location of the practice, as it was close to their home, and were keen a practice remains at this location .
- Some patients were particularly unhappy with the practice booking appointment system and the fact that they couldn't book follow up appointments in advance.

Future Services

- Some patients had perceived that the Health Centre was shutting down (Dean Cross Street and Cable Street sites).
- Patients asked how they will find out the premises relocation. They would find it helpful to be kept informed and have the opportunity to meet and greet any new doctors and members of staff.
- Architect plans of the new premises were on display at the drop in session and some patients liked the location, modern design and facilities of the new building. Some patients also mentioned that they were excited about the opportunity to contribute to the design of new services and suggested a number of new ideas.

About the re-procurement process:

- Some patients commented that they didn't understand why generally the NHS had to re-procure services.
- Some patients felt that it was an opportunity for primary care to be more integrated with health and wellbeing services (Health and wellbeing Centre mentioned: "not just GPs").

What We Will Do With This Information/Addressing Issues Raised

The procurement process is designed to ensure that the contracts are awarded to suitably high quality providers who will continue to improve the quality of services offered, particularly improved models of access to primary care services.

Bidders will be required to take into account the feedback collected when outlining their plans for service provision within their bids and especially: *availability of appointments, access to services, quality of services, online access and good communication.*

Extended opening hours

All patients in Tower Hamlets have access to an extended hours primary care service at multiple locations across the borough (called hubs) up to 10pm weekdays and 8am - 8pm at the weekends. We will ensure information about this service, including the nearest located hubs to patients registered at East One Health is widely available. It is also possible that the new site (See premises section below) will include a hub service.

Existing Practice team

Whatever the outcome of the procurement process, regulations exist to protect the employment of existing staff. This includes any employed doctors, nurses, receptionists and administration staff. As a result, even if a new provider is chosen to provide the GP service, we would expect many of the doctors, nurses and other practice staff to remain at the surgery.

Premises

The East One Health practice will be relocating to a new site at the end of Commercial Road, off Leman Street, E1 towards the end of 2020.

Some patients were concerned that the distance to this new site was too far for them. The relocation is part of a wider plan to ensure all patients in the area have access to modern, fit for purpose premises:

- A large nearby Practice, Whitechapel Health, will vacate their current poor premises and relocate to the new site along with East One Health.
- When the East One Health practice vacates its current site to increase their capacity, the site will be retained for two smaller nearby Practices in poor premises to move into together.

As a result of this arrangement, any patients that wish to remain at the East One Health site will be able to do so through a simple re-registration process with the practices that relocate there.

Next Steps

Patients will receive a letter early next year advising the outcome of the procurement. Further details regarding the premises relocation will be provided during summer 2020, subject to the new site completion timeframe.

The CCG will make sure that your GP services continue uninterrupted. GP services will continue to be provided at the same East One Health premises in the period leading up to, during and after this process.

ANNEX 1 (Statistics)

Practice Name:	East One Health	Practice Code:	F84682	List Size:	11,209 (Raw)
CCG: Tower Hamlets CCG			Responsible Commissioner: Jo-Ann Sheldon		
Date Consultation Commenced: 12 th March 2019			Date Consultation Completed: 30 th April 2019		
Date of Report: 24 May 2019			Report Written By: Clemence Cohen and Jo-Ann Sheldon		

Written Communications					
Letter sent to:	Yes / No (If no, explain why)	Date sent (1)		Date sent (2)	Date sent (3)
Registered Patients	Yes	12/03/2019			
Practice Patient Participation Group	Yes	12/03/2019			
Incumbent Provider	Yes	12/03/2019			
Health Scrutiny Sub-Committee	Yes	30/04/2019			
Healthwatch	Yes	15/03/2019			
LMC	Yes	15/03/2019			
MP (Name):	Ms Rushanara Ali	Yes	12/03/2019		
Councillors:					
Name:	Mr Faroque Ahmed	Yes	12/03/2019		
Name:	Ms Rabina Khan	Yes	15/03/2019		
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:	Some patients commented that they didn't understand why generally the NHS had to re-procure services and that the process explained in the letter was unclear.	Patient consultation drop-in sessions

Meetings				
	Date	Time	Venue	No. of Attendees
Practice Briefing	27/02/2019	15:00-16:00	East One Health Practice, 14 Deancross St, London E1 2QA	9
Patient Engagement 1	25/03/2019	11:30-13:00	East One Health Practice, 14 Deancross St, London E1 2QA	13
Patient Engagement 2	15/03/2019	16:30-19:00	East One Health Practice, 14 Deancross St, London E1 2QA	
Health Scrutiny Sub-Committee	30/04/2019	18:30-21:00	MP701 - Town Hall Mulberry Place 5 Clove Crescent Poplar E14 2BG	17
Tower Hamlets Community Commissioning Patient Panel	05/02/2019	18:30-20:00	Tower Hamlets CCG, Mile End Hospital, Bancroft Road, London E1 4DG	10
Issues / Themes Arising from Meetings				No./Source of Responses Highlighting this Point
Issue:	Patients commented that they really value the current location of the practice, as it was close to their home, and were keen a practice remains at this location.			Patient consultation drop-in sessions

Issue:	Some patients were particularly unhappy with the practice booking appointment system and the fact that they couldn't book follow up appointments in advance.	Patient consultation drop-in sessions					
Issue:	Some patients had perceived that the Health Centre was shutting down (Dean Cross Street and Cable Street sites).	Patient consultation drop-in sessions					
Issue:	Important to be kept informed and have the opportunity to know which members of staff will stay and meet new members of staff	Patient consultation drop-in sessions					
Issue:	Possible difficulties for some patients to access new premises.	Patient consultation drop-in sessions					
Issue:	Opportunity for primary care to be more integrated with health and wellbeing services (Health and wellbeing Centre mentioned: "not just GPs").	Patient consultation drop-in sessions					
Patient Survey							
Date Online Survey launched: 12/03/2019	Date Online Survey closed: 28/03/2019	No. of Responses: 102					
Date Paper Survey launched: 12/03/2019	Date Paper Survey closed: 28/03/2019	No. of Responses: 25					
Translations of Paper Survey requested: (tick all applicable)	Tamil	Somali	Urdu	Bengali			
	Other (please specify):						
Issues / Themes Arising from Patient Survey		No. of Responses Highlighting this Point					
Issue:	Availability of appointments especially during weekends and evenings.	36					
Issue:	Most patients were satisfied with services provided by reception however issues have been raised about privacy when speaking to a receptionist (problem with the current layout of the reception and waiting area).	15					
Issue:	A majority of respondents don't feel they have enough information about extended hub services and some patients reported they didn't know it existed.	88					
Issue:	Most patients were satisfied with services provided by reception however issues have been raised about phone waiting times.	24					
Issue:	Some patients commented that they didn't know about the practice website and the available online services or have only recently noticed it.	22					