

NW London Primary Care Team
15 Marylebone Road
London
NW1 5JD
Telephone 020 7150 8300
Email address: NWLCCG.Lon-NW-PCC@nhs.net

**APMS Procurement
Patient and Public Engagement Report**

Heston Great West Practice

**Hounslow Clinical Commissioning Group
7 June 2019**

Purpose

The purpose of this report is to provide details of feedback from patients and other stakeholders on the proposals put forward by Hounslow CCG for the future of Heston Great West Practice and to outline how this feedback will affect the plans.

Background

In July 2017 Living Care Medical Services Limited was awarded a 5 year contract to provide GP services at Heston Great West Practice. In January 2019, following discussions between Hounslow CCG and the provider it was mutually agreed that this contract would be terminated early.

A new GP service provider will be chosen to run the surgery for the next 5 to 15 years through a competitive tendering process known as procurement. The procurement process normally takes 9-12 months to successfully complete. Therefore a temporary caretaking contract has been put in place. The caretaking contract will run until a long term provider is appointed on 1 April 2019.

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 Heston Great West Practice in the longer term.

How We Collected Your Views

Patients and other stakeholders were written to on 26 February 2019. They were encouraged to express their views about the proposals and patients were asked to give their feedback about the services they receive, what they value from the services and what they would want improved.

The patient engagement period ran from 1st to 28th of March 2019.

Patients were able to contribute their views in the following ways:

- Patient engagement event at The Meadows Centre for Health, Chinchilla Drive, Hounslow, TW4 7NR on 18 March 12pm – 2pm
- Patient engagement events at Heston Community Centre, 343 Vicarage Farm Road, Heston, TW5 0DZ on 19 March 2019 5pm – 7pm and 20 March 12pm – 2pm
- Completion of online questionnaire
- Completion of a paper version of the questionnaires dispensed at the practice

What You Told Us

During the patient engagement period 23 feedback questionnaires were returned and analysed. Key themes arising are outlined below.

Location

52% of respondents indicated that they were prepared to travel to either of the practice's sites (Heston Practice or Great West Practice), if it meant getting an appointment sooner. However, 48% of respondents said they would not travel to the other practice site even if it meant they could be seen sooner, quoting the other practice site as being too far with insufficient parking spaces and poor public transport connections. Some respondents noted that they have not been informed about their GP practice delivering primary care services from 2 locations

Appointments

95% of patients in the survey said that it is very important that they are able to book an appointment the first time the practice is contacted, without having to call back. Patients reported difficulty getting through to the practice over the phone; With some patients quoting waiting times of 30 to 45 minutes and being cut off after waiting on hold for a long while. Other feedback included patient concerns about the lack of available GP and Nurse appointments, over-use of locums and no male GP based at Heston.

The survey showed the following services were rated by patients as very important:

- 86% - ability to make appointments at short notice (i.e. the same or next day)
- 86% - ability to plan routine visits by booking several weeks in advance
- 76% - being seen on time

Patients stressed the need for more late evening opening and weekend appointments, suggesting that the practice should employ more doctors as there is currently a significant lack in the number of appointments offered.

Feedback showed that there is no particular preference for being seen by a male or female GP and 64% of patients answered that they would be willing to wait a little longer for their appointment if it meant they could see their chosen doctor.

Results show that 77% of participants in the survey have gone to a hospital A & E or a walk-in clinic, or called NHS 111 with 65% stating this was because they couldn't get an appointment with their GP. Feedback contained themes such as inconvenient appointment release times and difficulty getting same day appointments.

The following online services were rated very important by the patients taking part in the survey:

- 91% - ordering repeat prescriptions
- 86%- ability to book appointments
- 82% - access to medical records
- 59%- information about the Patient Participation Group (PPG)

Additionally 77% said that it is very important that they are able to provide feedback through the surgery's website, some noting that the practice doesn't respond to patient complaints sent online. Common feedback included patients' concerns about not being able to book nurse appointments online and 26% reported the website being useless.

Reception

Politeness, attentiveness, respect and confidentiality were some of the common themes arising when patients were asked what is most important to them when talking to or visiting their GP reception. Some patients said that at least one current receptionist is not very friendly and that they sometimes feel like they are bothering and interrupting something very important when they try to book an appointment.

It has also been noted by multiple patients taking part in the engagement event that the calling in screens are not positioned in the right place within the reception waiting areas creating confusion as to which practice is calling the patient. 83% of patients said that they would like to get involved in the Patient Participation Group, but have always been turned down by the practice and not provided any information about getting involved.

Other Services

86% of respondents said that text message appointment reminders are very useful. Other valued services are blood tests, smear tests and flu jabs. Patients would like the practice to also have travel clinics, physiotherapist and podiatrist. Some patients were not aware of the extra services such as ECG offered by the practice through the locally enhanced primary care services. Patients also claimed they weren't aware of the extended hours hub facility.

What We Will Do With This Information

Patient and stakeholder feedback will be shared with bidders so that they can take into account the needs of patients when planning services for the Heston Great West practice. The bids will be assessed against the feedback from patient engagement and those meeting the needs most consistently will have higher marks available to them.

The new contract will be designed to ensure that the same high level of service is provided as that on offer to other patients throughout Hounslow.

Going forward, the practice will be open from 8am to 6.30pm Monday to Friday. There is also a local 'hub' service which is open 7 days a week where patients from a number of surgeries, including Heston Great West Practice, will be able to book regular GP appointments outside of these hours, including evenings and weekends. These appointments will be regular appointments and not just for emergency walk-in services. Bringing patients from different practices together in one place at certain times of the day or week means that we can afford to offer extended opening hours to patients. We do this by saving money on overheads and using that money to provide clinical services instead.

ANNEX 1 (Statistics)

Practice Name:	Heston Great West Practice.	Practice Code:	E85739	List Size:	8870
CCG: HOUNSLOW CCG		Responsible Commissioner: Christopher Jack			
Date Consultation Commenced: 1 March 2019		Date Consultation Completed: 28 March 2019			
Date of Report: 7 June 2019		Report Written By: Kamile Stankeviciute			

Written Communications			
Letter sent to:		Yes / No (If no, explain why)	Date sent (1)
Registered Patients		Yes	26/02/19
Incumbent Provider		Yes	26/02/19
Healthwatch		Yes	26/02/19
LMC		Yes	26/02/19
MP (Name):	Ruth Catbury and Seema Malhotra	Yes	26/02/19
Councillors:			
Name:	Sukhbir Dhaliwal	Yes	26/02/19
Name:	Poonam Dhillon	Yes	26/02/19
Name:	Khulique Malik	Yes	26/02/19
Name:	Lily Bath	Yes	26/02/19
Name:	Shantanu Rajawat	Yes	26/02/19
Other (please state):		Local GP Practices and Pharmacies	26/02/19
Press Release Prepared?	N/A		
	No		
Issues / Themes Arising from Written Communications			No./Source of Responses Highlighting this Point
Issue:	No written communication received.		

Meetings				
	Date	Time	Venue	No. of Attendees
Patient Engagement 1	18th March 2019	12pm to 2pm	The Meadows Centre for Health, Chinchilla Drive, Hounslow, TW4 7NR	3
Patient Engagement 2	19th March 2019	5pm to 7pm	Heston Community Centre, 343 Vicarage Farm Road, Heston, TW5 0DZ	4
Patient Engagement 3	20th March 2019	12pm to 2pm	Heston Community Centre, 343 Vicarage Farm Road, Heston, TW5 0DZ	4
Other (please state):				
Issues / Themes Arising from Meetings				No./Source of Responses Highlighting this Point
Issue:	Unprofessional reception staff			4
Issue:	Not informed about ability to be seen by GPs at either of the sites			4
Issue:	Phone calls not answered by the practice			6
Issue:	Not enough appointments and telephone lines, waiting time on phones of 30 to 45 minutes			7
Issue:	Difficulty in joining PPG			2
Issue:	Over-use of locums, no male GP based at Heston			1
Issue:	Concerns raised about insufficient parking spaces onsite and on nearby streets			1
Issue:	Patients were not aware of the extra services offered by the practice e.g. ECG			2
Issue:	Patient were not aware of the extended hours hub facility			3
Issue:	Patients not will to travel to the other practice site for routine appointments.			2
Issue:	Calling in screens are not positioned in the right place within the waiting areas; confusion as to which practice is calling patient			1

Patient Survey									
Date Online Survey launched: 01/03/2019			Date Online Survey closed: 28/03/2019				No. of Responses: 21		
Date Paper Survey launched: 01/03/19			Date Paper Survey closed: 28/03/2019				No. of Responses: 2		
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:	Importance of short notice appointment booking							86%	
Issue:	Customer friendly reception staff							60%	
Issue:	More GP and Nurse appointments to be made available							48%	
Issue:	Importance of being able to book an appointment with a preferred doctor							64%	
Issue:	Patients lacking information about NHS 111 services							77%	
Issue:	Information on how to get involved in the PPG is needed							82%	
Issue:	Importance and usefulness of appointment reminders via text message							86%	