



Newham
Clinical Commissioning Group

**APMS Procurement
Patient and Public Engagement Report
Newham Transitional Practice**



**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 NHS Newham Clinical Commissioning Group (CCG) for the future of Newham Transitional Practice, and to outline how this feedback will affect the plans.

Background

GP Practices are not managed directly by the NHS. Instead, Newham 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 CCG 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 Newham Transitional Tea, is due to end on the 31 March 2020. As a result of this Newham Clinical Commissioning Group (CCG) are required to review the contract and open a competitive process. A variety of providers (including the current providers of GP Services at Vicarage Lane and Centre Manor Park) 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:

Wednesday 20 March 2019

- Vicarage Lane Health Centre, 10 Vicarage Lane, Stratford, London E15 4ES, 4.3-6.30pm

Tuesday 26 March 2019

Centre Manor Park 30 Church Road, Manor Park, London E12 6AQ, 2-4pm

Wednesday 27 March 2019 11.45am-1.15pm

- Bonny Downs Baptist Church, 49 Vicarage Lane, East Ham, London E6 6DQ
- Bobby Moor Sport Pavilion, Napier Rd, East Ham, London E6 2SG, Homeless Outreach

The face to face engagement sessions had a mixed turn-out ranging from three to 12 people in attendance with a nine different language groups spoken, English being the most prevalent. For the six session a total 34 practice constituents came to air their views. There were 11 responses in total; four online and seven by paper.

What You Told Us

Respondents were split 63% female 37% male with 63% identified as heterosexual and the largest age group represented was 30-44-year-olds (54%).

Respondents to the survey felt strongly (90%) that the opening times met their needs. 63% said they would be happy if offered an appointment in a local extended access hub and around 70% were aware of alternative NHS services such as 111 and community pharmacies.

Flexibility around booking appointments also scored high with 54%-72% practice constituents responding to say it is important/very important. As was the ability to see:

- a gender specific GP 54%
- waiting longer to see a specific GP 90%

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

72% of respondents said they felt supported to manage their healthcare and 80% identifying as having a long term condition also feeling supported.

63% of respondents indicated it was important/very important that the practice involved the Patient Participation Group (PPG) in decision making and the same number knew what a PPG does, and how to get involved.

A high percentage (63-72%) of respondents felt being able to access online services was important/very important, with 81% reporting being able to feedback on services as the most 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.

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)

Practice Name:	Newham Transitional Practice	Practice Code:	F84740	List Size:	4959
CCG: Newham			Responsible Commissioner: Joseph Lee		
Date Consultation Commenced: 1 March 2019			Date Consultation Completed: 28 March 2019		
Date of Report:			Report Written By:		

Written Communications						
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			
MP (Name):	Mr Stephen Timms Ms Lynn Brown	Yes	15/03/2019			
Councillors:						
Name:	Joshua Garfield	Yes	15/03/2019			
Name:	Nareser Osei	Yes	15/03/2019			
Name:	Terrence Paul	Yes	15/03/2019			
Other (please state):						
Press Release Prepared?						
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:	None	

Meetings				
	Date	Time	Venue	No. of Attendees
Patient Engagement 1	20/03/2019	4:30pm to 6:30pm	Vicarage Lane, Stratford, London, E15 4ES	3
Patient Engagement 2	26/03/2019	2-4pm	Centre Manor Park 30 Church Road, E12 6AQ	7
Patient Engagement 3	27/03/2019	11.45am-1.15pm	Bonny Downs Baptist Church, 49 Vicarage Lane, E6 6DQ and Bobby Moor Sport Pavilion, Napier Rd, E6 2SG	8
Other (please state):				
Issues / Themes Arising from Meetings				No./Source of Responses Highlighting this Point
Issue:	Can I still access my GP?			1
Issue:	The service is vital for me			1
Issue:	Outreach nurse is invaluable			1
Issue:	Good do with more posters promoting the outreach sessions			1
Issue:	Nurse is great as I am currently not registered			1
Issue:	Please don't remove the service			1
Issue:	Just wanted to see what was happening			1
Issue:	Is the practice remaining open?			1

Issue:	Will the GPs be the same?							1	
Issue:	Will I still be able to access the practice?							1	
Issue:	Is the practice closing?							1	
Issue:	Dr Trathen understands the patients and should be retained							1	
Patient Survey									
Date Online Survey launched: 1 March 2019			Date Online Survey closed: 28 March 2019				No. of Responses: 4		
Date Paper Survey launched: 1 March 2019			Date Paper Survey closed: 28 March 2019				No. of Responses: 7		
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:	Access to online services was important						63-72%		
Issue:	Important to involve patients						63%		
Issue:	Patients felt supported in their healthcare						72%		
Issue:	Opening times meet the current needs						80%		