

**APMS Procurement
Patient and Public Engagement Report**

Queens Road Surgery

136 Meeting House Lane
London
SE15 2UA



NHS England London Region
and
NHS Southwark Clinical
Commissioning Group

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 NHS England and NHS Southwark Clinical Commissioning Group (CCG) for the future of Queen's Road Surgery, and to outline how this feedback will be incorporated into the procurement process.

Background

In July 2018 the CCG's Primary Care Commissioning Committee agreed for the CCG to procure the Alternative Provider Medical Service (APMS) contract for the Queen's Road Surgery. The APMS contract is a national contract which can also be locally adapted and enables the CCG to commission primary medical services for our local residents. The current APMS contract was due to expire on 30 June 2019 but has been extended until 31 December 2019 to align to the next round of London procurements for GP surgeries. There is no further provision to extend the current contract and the new contract will start on 1 January 2020.

The CCG will choose the provider by running a formal selection or 'tendering' process. It is a legal requirement that we run this selection process in a fair and transparent way. We want to ensure that decisions made are in the best interests of patients, staff and taxpayers. The new contract may be held by the current provider or by a new organisation.

The CCG engaged with patients to inform them of the procurement process and to find out what they valued from their current GP surgery and what they thought can be improved. This information was collected so the CCG can take patient views into account when deciding who manages the GP surgery in the future.

How We Collected Your Views

On 25 February 2019 the CCG wrote to all patients registered at Queen's Road Surgery. The letter informed patients of the decision to re-procure the APMS contract. The letter informed patients of the procurement process and noted that we wanted to make sure patients' views were taken in to account when deciding who manages the GP surgery in the future.

The letter sent to all registered patients invited them to contribute their views in the following ways:

- Complete an online survey between 1 March 2019 and 28 March 2019
- Get a paper copy of the survey from the GP surgery between 1 March 2019 and 28 March 2019
- Attend the information sessions at Queen's Road Surgery listed below:
 - Tuesday 26 March at 6pm
 - Wednesday 27 March at 1pm

Approximately 15 patients from the surgery attended the engagement meetings. At the engagement meetings patients were informed in more detail about the procurement process and we explained how patients can be involved in the selection process.

Paper surveys were also printed in hard copy and available in reception for patients to complete. Receptionists were encouraged to ask patients if they would like to complete a survey while waiting for appointments, to try and ensure that information collected was from a higher number of patients. 25 patients from the GP surgery completed the survey, of which 22 were by online response and three by paper.

What You Told Us

Reception

Themes from the survey highlighted the importance of a helpful and organised reception and administration team. It was noted that it was important for reception staff to be able to give accurate and consistent information to patients to resolve queries.

20 out of 25 patients (80%) stated that when talking to or visiting the GP reception, it is important for staff to be polite. It is helpful that they answer patient queries with consistent and accurate information. Six patients (24%) noted the importance of reception staff being aware of confidentiality.

Access

From the engagement information it was noted that patients highlighted the need to have more information regarding access to the 8 – 8 services (extended access hubs) in Southwark. 18 out of 25 patients (72%) said that there needed to be more information about the service. The 8 – 8 (extended access hub) is located at the Lister Primary Care Centre in Peckham and is utilised well by the GP surgery. Patients highlighted that it was important to be able to access appointments outside of core hours.

The opening hours for 21 out of 25 patients (84%) met patient needs, and 23 (92%) patients stated it is important to be able to get through easily to the surgery by telephone.

Information

10 patients (40%) said that it would be helpful to have more information about the services provided by community pharmacies.

Patient choice

12 out of 25 patients (48%) who completed the survey said it was important to be able to request either a male or female GP, and 16 stated it is important to be able to choose which doctor to see for a routine appointment, even if they had to wait a little longer to see that doctor.

Additional services

Patients noted that the GP surgery website could be improved to be able to order repeat prescriptions, have more appointment times available and to be able to view their medical record. 21 of 25 patients (84%) stated the importance of being able to use the surgery website to order repeat prescriptions rather than attending the surgery. 19 patients (76%) specified the importance to be able to use the surgery website to book appointments.

14 of 25 patients (56%) surveyed said that they had a long-term condition, eight of whom (57%) noted that they had enough support to manage their long term condition. 20 out of 25 patients (80%) said that they had enough information to help them manage common ailments without needing to see a GP.

In relation to additional services provided by the GP surgery, seven out of 25 patients (28%) would like more services. The suggestions the seven patients made included services such as more minor ailment, mental health support, counselling, sexual health testing for herpes, travel vaccinations, to give blood after a regular GP appointment and to have more telephone lines.

9 of 25 patients (36%) stated they do not use the surgery's current website; one patient was not aware there is a website and one found it unusable. 14 of 25 patients (56%) said they do not have enough information about patient online services.

19 of 25 patients (76%) stated the GP surgery sends reminder text messages, 15 reported it is useful to receive them. 4 of 25 patients (16%) reported they do not receive text message of which one stated to receive reminders.

Engagement

18 of 25 patients (72%) said that they did not know what the Patient Participant Group (PPG) does and how they can get involved. 17 out of 25 patients (68%) rated it important that the surgery involves the Patient Participant Group (PPG) in appropriate and relevant decisions about services and standards at the surgery.

Feedback from patient meetings

The patients who attended the patient engagement meetings noted the importance of being able to get through to the GP surgery by telephone. Patients really valued being able to get emergency appointments when these were required. Patients noted that having permanent doctors at the surgery was important. Patients also noted that they valued continuity of care for the management of long-term conditions to avoid having to repeat information to clinicians. Patients noted that online services would be helpful for some patients, but it was important that patients who do not have access to the internet are not disadvantaged. The patients reported that they had found seeing clinical pharmacists and nurses at the surgery beneficial.

It was identified that one patient at the patient engagement meeting showed interest in being involved in the procurement panel. The details of the patient have been passed on to the South East London Collaboration of CCGs' lead for the procurement process.

What We Will Do with This Information

Organisations will have to provide information in their bids about how they will consider patient comments and needs when planning how services are delivered at the surgery. This will include how patients will be engaged with on an on-going basis.

The CCG will structure procurement questions to ensure that they reflect what patients have said is important to them. The procurement process is also designed to ensure that organisations that demonstrate, as part of the procurement process, how they address patient feedback will receive higher scores.

Feedback from patients indicated that not many were aware of the extended access service in Southwark which provides appointments for patients 8am – 8pm, seven days per week. The CCG ran a campaign promoting the service over the winter 2019, but this highlights that the service may need to be promoted through different ways, so patients become more aware of the service. The CCG will also engage with the GP federations (as the providers of the service) to ensure that GP surgeries are using consistent language when describing the service.

Although all patients were written to and informed about the surveys in all possible ways including online and at the GP surgery, patient engagement meetings and surveys being available for patients attending the surgery for appointments, the response rates were low. Possible reasons for this could be:

- The link within the letter to the survey is quite long which discourages patients from going online to complete the survey. The CCG will explore if this can be changed to ensure it is more user friendly in future.
- The surveys are long (approx. 14 pages). It's possible that more patients would complete surveys if they were shorter with fewer questions. In future the CCG could consider restructuring the surveys to capture a broad range of information using fewer questions.

ANNEX 1 (Statistics)

Surgery Name:	Queen's Road Surgery	Surgery Code:	G85040	List Size:	8537
CCG: NHS Southwark CCG		Responsible Commissioner: NHS Southwark CCG			
Date Consultation Commenced: 1 March 2019		Date Consultation Completed: 31 March 2019			
Date of Report: 11/06/2019		Report Written By: Janita Patel			

Written Communications					
Letter sent to:	Yes / No (If no, explain why)	Date sent (1)		Date sent (2)	Date sent (3)
Registered Patients	Yes	25.02.2019			
Surgery Patient Participation Group	All patient engagement meetings held 26.03.19 and 27.03.19				
Overview & Scrutiny Committee	Yes	June 2019			
Healthwatch	No, they are a member of the Southwark Primary Care Commissioning Committee				
LMC	No, they are a member of the Southwark Primary Care Commissioning Committee				
MP (Name):	Harriet Harman	Yes	01.03.2019		
Councillors:					
Name:	See below	Yes	01.03.2019		
Councillor:	Barrie Hargrove, Johnson Situ, Cleo Soanes, Evelyn Akoto, Richard Livingstone, Michael Situ, Sunil Chopra, Gavin Edwards, Sandra Rhule, Jasmine Ali, Peter Babudu, Nick Dolezal				

Press Release Prepared? Yes / No	No	
Date sent: n/a	Name of publication:	Date published:

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

Meetings				
	Date	Time	Venue	No. of Attendees
Patient Engagement 1	26.03.19	6pm	Queen's Road Surgery	8
Patient Engagement 2	27.03.19	1pm	Queen's Road Surgery	7
Patient Survey				
Date Online Survey launched: 01.03.19		Date Online Survey closed: 28.03.19		No. of Responses: 22
Date Paper Survey launched: 01.03.19		Date Paper Survey closed: 28.03.19		No. of Responses: 3
Issues / Themes Arising from Patient Survey				No. of Responses Highlighting this Point
Theme:	Polite and helpful reception staff are valued by patients.			20 (80%)
Theme:	It is important to be able to get through easily to the surgery by phone			23 (92%)
Theme:	The importance of reception staff being aware of confidentiality			6 (24%)
Theme:	Patients noted that more information is required on how patients can access extended access hubs			18 (72%)
Theme:	Patients need more information about online services			14 (56%)
Theme:	The importance of being able to use the surgery website to order repeat prescriptions rather than attending the surgery			21 (84%)
Theme:	The importance to be able to use the surgery website to book appointments			19 (76%)
Theme:	Very helpful to receive text messages as appointment reminders			15 (60%)
Theme:	Patients noted they did not know about their Patient Participation Group (PPG) and how they can get involved			18 (72%)