



Waltham Forest
Clinical Commissioning Group

**APMS Procurement
Patient and Public Engagement
Report**

SMA Medical Practice



**Waltham Forest Clinical
Commissioning Group**

May 2019



Purpose

The purpose of this report is to provide details of feedback from patients and stakeholders on the proposals put forward by NHS Waltham Forest Clinical Commissioning (CCG) in selecting a new provider for delivering GP services.

Background

In January 2018 the Care Quality Commission (CQC) placed an immediate enforcement action on the SMA Medical Practice following a CQC inspection.

Interim arrangements are currently in place at the practice to ensure continuity of care for patients and address any patient safety concerns. The Hurley Group were appointed by Waltham Forest CCG to manage the surgery as a temporary arrangement. This arrangement will come to an end on 31 March 2019.

Dr Ali, the previous contract holder handed back the contract and as a result the CCG needs to put in place a more permanent solution through an Alternative Provider Medical Service (APMS) procurement for the vacant list size.

NHS Waltham Forest CCG have commenced the process to re-procure the service, ensuring that patients continue to receive GP services. The new GP contract will be put in place via a formal selection of a tendering process.

As part of procurement process, patients and other stakeholders were asked for their views on the services currently provided and any suggested improvements.

The results of the feedback from the engagement process are included in this document, including the themes from the engagement events, for potential bidders to consider.

How We Collected Your Views

NHS Waltham Forest CCG wrote to registered patients over the age of 16 in August 2018 to let them know that the GP service provision at SMA Medical Practice would be re-procured.

The letter invited them to patient engagement events at the practice to meet face-to-face on Thursday 13 September 2018 to find out more, and share their views on the future plans.

Patients were encouraged to let commissioners know what is important to them regarding their GP services by completing an online patient survey or, if they preferred, to fill in a paper copy available at the surgery.

Posters were put up in the surgery to explain the various ways to get involved. The deadline for submission of paper and online surveys was Monday 17 September 2018. A total of 65 surveys were returned.

A stakeholder briefing was circulated to MPs, councillors, GPs, Healthwatch Waltham Forest, the CCG's Patient Reference Group and communications colleagues who work in Barts and Nelft.

What You Told Us

Some of the comments in the patient surveys and feedback in the patient engagement sessions did relate to changes that have taken place since Dr Ali left. Therefore, at the engagement events it was important to reiterate the surveys and the feedback at these sessions is about the future of the practice

The engagement events and surveys told us things that mattered the most to patients are:

- **Access**
 - Improvement in telephone access
 - Improved access to GP appointments
 - Online access, where patients can book/cancel appointments and order repeat prescriptions
 - Access to information whether it be via the website or being sign posted by a receptionist.

- **Permanent GPs at the practice**
 - Patients felt that the use of locum GPs should be limited, with more permanent GPs employed at the practice.

- **Specific services**

Patients also told us about the services they would like most like to see at the practice. These included:

- Counselling services
- Minor surgery
- Phlebotomy
- Travel vaccinations.

What We Will Do With This Information

The information received from the patient engagement will allow NHS Waltham Forest CCG and the bidders to see the issues that matter to the patients at this practice. Bidders will be expected to use the feedback from this survey in their responses to the questions asked in the bidding process.

The bidders who have taken into consideration the patient feedback and address patient needs and expectations in their delivery and service plan will score higher during the application process.

Patient feedback is an integral part of the procurement process and only those bidders that take into account patient feedback and how they will address these issues will be awarded additional points when their bids are assessed.

The new contract that will be put in place has been created to ensure that the same consistent high level of service is provided to patients at surgeries across London. This includes key requirements for being able to book appointments quickly, efficiently, and provided at a range of times.

ANNEX 1 (Statistics)

| | | | | | |
|---|----------------------|--|--------|-------------------|-------|
| Practice Name: | SMA Medical Practice | Practice Code: | F86038 | List Size: | 9,526 |
| CCG: Waltham Forest CCG | | Responsible Commissioner: Waltham Forest CCG | | | |
| Date Consultation Commenced: 17 August 2018 | | Date Consultation Completed: 16 September 2018 | | | |
| Date of Report: 8 October 2018 | | Report Written By: Saima Ali | | | |

| Letter sent to: | Yes / No (If no, explain why) | Date sent (1) |
|--|--|------------------------------|
| Registered Patients | Yes | 17 th August 2018 |
| Incumbent Provider | Yes | 29 th June 2018 |
| Overview & Scrutiny Committee | Yes | 23 rd July 2018 |
| Healthwatch | Yes | |
| LMC | Yes | 23 rd July 2018 |
| MP (Name): | Yes | |

| Meetings | | | | |
|---------------------------------------|---|--------------------|----------------------|------------------|
| | Date | Time | Venue | No. of Attendees |
| Patient Engagement 1 | 13 September 2018 | 12pm to 1.30pm | SMA Medical Practice | 11 |
| Patient Engagement 2 | 13 September 2018 | 17.00pm to 18.00pm | SMA Medical Practice | 12 |
| Issues / Themes Arising from Meetings | | | | |
| Issue: | <p>Telephone Access</p> <p>The patients expressed concern at the long waiting times waiting for their calls to be answered. Patients requested a:</p> <ul style="list-style-type: none"> - telephone queuing system - more reception staff answering phones | | | |
| Issue: | <p>Appointments</p> <p>Patients expressed dissatisfaction with availability of appointments. Patients would like to see an improvement in advance and pre-bookable appointment waiting times, as well as an increase in on-the-day appointments. Patients suggested having in place a dedicated GP for emergencies on-the-day appointments.</p> | | | |
| Issue: | <p>Locum GPs</p> <p>Patients felt that the use of locum GPs is high at the practice and would like to see more permanent staff at the practice.</p> <p>Patients felt that locum GPs do not have sufficient patient history to build a doctor/patient relationship for continuity of care that a permanent GP would.</p> | | | |
| Issue: | <p>Repeat prescription process</p> <p>There was a change at the practice in issuing repeat prescriptions in line with prescribing guidelines. This has resulted in either a delay in having a prescription issued or patients having to come into the practice for a review. Patients would like the new provider to take this into account and communicate the process for ordering repeat prescriptions.</p> | | | |
| | | | | |

| Patient Survey | | | | | | | | | |
|--|-------------------------|--|--------|--|------|--------------------------------|---------|--|--|
| Date Online Survey launched: 13/08/2018 | | Date Online Survey closed: 16 th September 2018 | | | | No. of Responses: 51 | | | |
| Date Paper Survey launched: 13/08/2018 | | Date Paper Survey closed: 14 th September 2018 | | | | No. of Responses: 14 | | | |
| Translations of Paper Survey requested: (tick all applicable) | Tamil | | Somali | | Urdu | | Bengali | | |
| | Other (please specify): | | | | | | | | |
| Issues / Themes Arising from Patient Survey | | | | | | | | | |
| <p>Advance appointments 85 % of the patients scored being able to book an appointment in advance a 5 (5 being the most important). This was also reflected in the patient engagement sessions as well as the free text responses in the survey.</p> <p>Sign posting 82% of the patients scored sign posting as a 5. They felt that it was very important that a trained receptionist can sign post you towards the correct services so that they can be seen and treated appropriately.</p> <p>Practice website 80% of the patients scored this a 5. They felt that it was very important that the practice has a website from which they can order repeat prescriptions, book appointments and view their medical record.</p> <p>GP services online 79% of the patients scored this a 5. They would like use GP services online such as being able to book appointments and order repeat prescriptions.</p> <p>Telephone Triage 72% of the scored this a 5. Patients felt that it was very important that they can access a telephone triage appointment, with a qualified clinician, who can assess their needs over the phone and book a face to face appointment if required.</p> <p>Patient Communication and Engagement Patient Communication and Engagement scored low with the patients. 78% of the patients did not know how to join the Patient Participation Group (PPG) at the practice.</p> | | | | | | | | | |

Specific services

34% of the patients would like to see the following services provided at the practice

- Counselling Services/Talking Therapies
- Minor Surgery
- Phlebotomy
- Travel Vaccinations