

**APMS Procurement  
Patient and Public Engagement Report**

**Silverlock Medical Centre**

2 Verney Way  
London  
SE16 3HA



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 Silverlock Medical Centre, 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 Silverlock Medical Centre. 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 Silverlock Medical Centre. The letter informed patients of the decision to reprocure 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 Silverlock Medical Centre listed below:
  - Monday 18 March, 6pm – 7pm
  - Wednesday 20 March, 1pm – 2pm

Only one patient from the GP surgery attended the engagement meetings. The purpose of the engagement meetings was to provide more detail to patients about the procurement process and to explain 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. 45 patients from the GP surgery completed the survey, of which 42 were by online response and three by paper.

## What You Told Us

### Reception

Themes from the survey highlighted the importance of a helpful, friendly and organised reception and administration team. It was noted that it was important for reception staff to be able to be accessible and protect patient privacy when talking to patients. 15 out of 45 patients (33%) stated privacy is important when talking to the reception team.

40 out of 45 patients (89%) reported it is important to be able to book an appointment the first time that patients speak to the receptionist without having to call back.

### Access

Patients highlighted the need to have more information regarding access to the 8 - 8 services (extended access hubs) in Southwark. 34 out of the 45 patients (76%) said that they needed more information about the service.

Patients highlighted that it was important to be able to access appointments outside of core hours. 35 patients (78%) said that they will be willing to attend the 8 – 8 (extended access hub) as an alternative to being seen in a GP surgery, if it meant being seen sooner.

12 patients (27%) consider themselves or someone they care for to have a disability and one patient suggested the door access could be better.

Three patients (7%) also reported that there were sometimes long waits for appointments at the surgery and asked that capacity at the surgery took into consideration patient demand.

### Information

20 patients said that it would be helpful to have more information about online services and the services provided by community pharmacies. 37 patients wanted more information about extended primary care access hubs.

### Patient choice

A theme from the survey, highlighted by the patients, is that the GP surgery needs to have more doctors with a better and more efficient way to book appointments.

14 out of 45 patients (31%) who completed the survey said it was important to be able to request either a male or female GP, and 27 patients (60%) stated it was 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

Of the 45 survey responses, 31 patients (69%) stated they are contacted by text messages. 25 (56%) stated it is useful to receive text messages as appointment reminders.

42 out of 45 patients (93%) find it important to be able to book appointments from the GP surgery website. 37 patients (82%) stated they would like to be able to use the website for ordering repeat prescriptions rather than attending the surgery. 10 patients (22%) noted that the surgery website could be improved to make sure it was more user-friendly.

26 out of 45 patients (58%) said that they had a long term condition, 13 (29%) of whom noted that they had enough support to manage their long term condition. 27 out of 45 patients (60%) said that they had enough information to help them manage common ailments without needing to see a GP.

In relation to what patients would like to see provided at the GP surgery, one patient said that they would like physio and more practitioner doctors, one patient suggested online consultation and online videos consultations with telemetry where needed for those patients that are housebound. One patient requested more care for the elderly and carers, and one patient asked for more nurses.

### Engagement

22 out of 45 patients (49%) said it was important that the GP surgery involves the Patient Participation Group (PPG) in appropriate and relevant decisions about services and standards at the surgery. However, 41 out of 45 patients (91%) do not know what their Patient Participation Group (PPG) is and how they can get involved.

### Feedback from patient meetings

The patient who attended the patient engagement meeting noted that continuity of care was important and having the choice of seeing a female GP. The patient also reported that the provider currently ensures that patients who cannot walk up the stairs have appointments on the ground floor which is something that they really value. The patient also noted that their current GP listens to patients and is caring, something that they also really value from the GP surgery.

## **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 GP 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 which 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 provider 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)**

<b>Surgery Name:</b>	Silverlock Medical Centre	<b>Surgery Code:</b>	G85087	<b>List Size:</b>	11449
<b>CCG:</b> NHS Southwark CCG		<b>Responsible Commissioner:</b> NHS Southwark CCG			
<b>Date Consultation Commenced:</b> 1 March 2019		<b>Date Consultation Completed:</b> 31 March 2019			
<b>Date of Report:</b> 11.06.19		<b>Report Written By:</b> Janita Patel			

Written Communications					
Letter sent to:	Yes / No (If no, explain why)	Date sent (1)	Date sent (2)	Date sent (3)	
<b>Registered Patients</b>	Yes	25.02.2019			
<b>Surgery Patient Participation Group</b>	All patient engagement meetings held 18.03.19 and 20.03.19				
<b>Overview &amp; Scrutiny Committee</b>	Yes	June 2019			
<b>Healthwatch</b>	No, they are a member of the Southwark Primary Care Commissioning Committee				
<b>LMC</b>	No, they are a member of the Southwark Primary Care Commissioning Committee				
<b>MP (Name):</b>	Harriet Harman & Neil Coyle	Yes	05.03.2019		
<b>Councillors:</b>					
<b>Name:</b>	See below	Yes	05.03.2019		
<b>Councillor:</b>	Evelyn Akoto, Richard Livingstone, Michael Situ, Sunny Lambe, Leo Pollak, Leanne Werner				

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

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

<b>Meetings</b>				
	<b>Date</b>	<b>Time</b>	<b>Venue</b>	<b>No. of Attendees</b>
<b>Patient Engagement 1</b>	18.03.19	6 to 7pm	Silverlock Medical Centre	0
<b>Patient Engagement 2</b>	20.03.19	1 to 2pm	Silverlock Medical Centre	1
<b>Patient Survey</b>				
<b>Date Online Survey launched:</b> 01.03.19	<b>Date Online Survey closed:</b> 28.03.19		<b>No. of Responses:</b> 42	
<b>Date Paper Survey launched:</b> 01.03.19	<b>Date Paper Survey closed:</b> 28.03.19		<b>No. of Responses:</b> 3	
<b>Issues / Themes Arising from Patient Survey</b>				<b>No. of Responses Highlighting this Point</b>
<b>Theme:</b>	Privacy is important when talking to the reception team			15/45
<b>Theme:</b>	It is important to be able to book an appointment the first time that patients speak to the receptionist without having to call back.			40/45
<b>Theme:</b>	Patients noted that more information is required on how patients can access extended access hubs			34/45
<b>Theme:</b>	Patients would be happy to have an appointment with a GP or Nurse in the local access hub as an alternative to being seen in a surgery, if it meant being seen sooner. 1 patient would like to have clarity around how many appointments are available at the surgery and which cases are referred.			35/45

<b>Theme:</b>	Patients find it important to be able to book appointments from the surgery website	42/45
<b>Theme:</b>	A website that is easy to use is important. Patients would like to be able to use the website for ordering repeat prescriptions rather than attending the surgery	37/45
<b>Theme:</b>	Patients found it useful to receive text messages as appointment reminders.	25/45
<b>Theme:</b>	Patients noted they did not know about their patient participation group and how they can get involved	41/45
<b>Theme:</b>	Apart from seeing a GP or Nurse, patients noted they like to be able to access blood tests from the surgery.	3/45
<b>Theme:</b>	Patients who have requested or think that appointments at the surgery should be available earlier in the morning or later evening appointments, mainly due to work.	10/45
<b>Theme:</b>	Patients that stated it was 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.	27/45