

**APMS Procurement  
Patient and Public Engagement Report  
Waterside Medical Centre**

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 Ealing CCG for the future of Waterside Medical Centre and to outline how this feedback will affect the plans.

## Background

GP services at Waterside Medical Centre have been managed by NHSolutions since 2008. On 1st of March 2020 their contract will come to an end and a new contract for GP services will be put in place.

A 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 new contract may or may not be with the current service provider.

Ealing 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 Waterside Medical Centre.

## 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 1<sup>st</sup> to 28<sup>th</sup> of March 2019.

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

- Patient engagement events on 19<sup>th</sup> March 5.30pm- 7pm and 25<sup>th</sup> March 1.30pm-3pm held at the Waterside Medical centre
- Completion of an online survey
- Completion of a paper version of the survey available at the practice

The survey asked questions on what patients value most about the current service and what they would like to see improved.

## What You Told Us

### Access and Appointments

In both the survey and at the patient engagement events, access to appointments was a key theme in the feedback received.

83% of respondents in the survey said that it is very important that they get to book an appointment the first time they speak to the receptionists without having to call back. Common themes arising from this included experiencing difficulties when trying to book appointments via the receptionist, and wishing that the practice would provide more GP and Nurse sessions. 69% of survey respondents said that it is very important that they are able to book appointments at short notice.

49% of respondents would not take an appointment with a GP or Nurse at Sunrise Medical Centre, the local hub service, as an alternative, even if it meant they could be seen sooner. Distance was the common reason why. However, 47% of survey participants said they don't feel that they have enough information about the GP Extended Hours hubs.

58% reported that being seen on time is very important, saying that that the practice should inform the waiting patients if the GP is running late. 20% would like better availability of appointments for blood tests.

Although patient feedback showed that 58% of respondents think that the opening hours offered by the practice meet their needs, 38% said that they would value longer opening hours on Saturdays, highlighting that current opening hours are inconvenient for people with 9-5 jobs.

34% of patients reported that it is very important that they are able to request to see either male or female GP, while 31% had no preference. When asked how important is it that they are able to choose which doctor to see for a routine appointment - even if they had to wait longer to see the chosen doctor - 17% of the patients answered not important at all, 31% fairly important and 34% said very important.

58% of patients said they went to an Accident & Emergency department or a walk-in centre, or called NHS 111 rather than trying to see a GP. For the following reasons:

- 5% The appointment I was offered was not soon enough
- 19% I couldn't get an appointment with my GP
- 33% My GP surgery was closed
- 43% I felt I needed emergency treatment

The survey showed that 93% of patients think appointment reminders by text message are very useful.

### Reception

73% of patients left feedback when asked "what is important to you when talking to or visiting your GP receptionist?" The various themes that came out of this are primarily concerning their interaction with the receptionist, either in person or over the phone. Patients stressed the importance of the receptionist being professional, discrete when asking personal information, polite when answering the phone and understanding when listening to their concerns.

### **Online services**

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

- 74% - ability to book appointments
- 73% - ability to order repeat prescriptions
- 60% - ability to view medical record
- 55% - information on Patient Participation Group (PPG)
- 77% - ability to provide feedback about services

### **Patient Participation Group**

47% of patients said they know what their PPG does and how to get involved, however 53% said that they do not.

## **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 Waterside Medical Centre. 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 for other patients across Ealing.

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 Waterside Medical Centre, 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.

Waterside Medical Centre will be part of a Primary Care Network, working with other local practices to enable them to offer improved access and extend the range of services available to all patients in the local area. This will include providing 'extended access' appointments outside of normal working hours, e.g. in the evening and at weekends. Primary Care Networks are also looking at other ways in which they can improve access for patients, such as online consultations.

**ANNEX 1 (Statistics)**

<b>Practice Name:</b>	Waterside Medical Centre	<b>Practice Code:</b>	E85006	<b>List Size:</b>	4831
<b>CCG:</b> Ealing CCG		<b>Responsible Commissioner:</b> Neha Unadkat			
<b>Date Consultation Commenced:</b> 1 March 2019		<b>Date Consultation Completed:</b> 28 March 2019			
<b>Date of Report:</b> 07 June 2019		<b>Report Written By:</b> Kamile Stankeviciute			

Written Communications			
Letter sent to:		Yes / No (If no, explain why)	Date sent (1)
Registered Patients		Yes	26/02/2019
Incumbent Provider		Yes	07/02/19
Healthwatch		Yes	26/02/19
LMC		Yes	26/02/19
<b>MP (Name):</b>	Virendra Sharma	Yes	26/02/19
<b>Councillors:</b>			
<b>Name:</b>	Mohammad Aslam	Yes	26/02/19
<b>Name:</b>	Gurmit Mann	Yes	26/02/19
<b>Name:</b>	Rajinder Mann	Yes	26/02/19
<b>Other (please state):</b>	Pharmacies and GP practices located within 1 mile radius		26/02/19
<b>Press Release Prepared?</b> Yes / No		No	
<b>Issues / Themes Arising from Written Communications</b>			<b>No./Source of Responses Highlighting this Point</b>
<b>Issue:</b>	No written communication was received. All feedback from patient engagement events and surveys has been combined and analysed together.		

Meetings				
	Date	Time	Venue	No. of Attendees
<b>Practice Briefing</b>	26/02/19		Waterside Medical Centre	
<b>Patient Engagement 1</b>	19/03/19	5.30pm-7pm	Waterside Medical Centre, Tyler Rd, Southall UB2 4XQ	10
<b>Patient Engagement 2</b>	25/03/19	1.30pm-3pm	Waterside Medical Centre, Tyler Rd, Southall UB2 4XQ	9
<b>Issues / Themes Arising from Meetings</b>				<b>No./Source of Responses Highlighting this Point</b>
<b>Issue:</b>	Clinicians to be more attentive during the appointment time			1/19
<b>Issue:</b>	Generally happy with the services provided by the GP practice			4/19
<b>Issue:</b>	Difficulty getting an appointment at short notice			5/19
<b>Issue:</b>	Provision of Saturday opening hours			4/19
<b>Issue:</b>				

Patient Survey									
<b>Date Online Survey launched:</b> 01/03/19		<b>Date Online Survey closed:</b> 28/03/19				<b>No. of Responses:</b> 6			
<b>Date Paper Survey launched:</b> 01/03/19		<b>Date Paper Survey closed:</b> 28/3/19				<b>No. of Responses:</b> 30			
<b>Translations of Paper Survey requested: (tick all applicable)</b>	<b>Tamil</b>		<b>Somali</b>		<b>Urdu</b>		<b>Bengali</b>		
	<b>Other (please specify):</b>								
<b>Issues / Themes Arising from Patient Survey</b>									<b>No. of Responses Highlighting this Point</b>
<b>Issue:</b>	Important to be able to book an appointment at short notice							69%	
<b>Issue:</b>	Very important that they get to book an appointment the first time they speak to the receptionists							83%	
<b>Issue:</b>	Receptionists to be discrete and respect patients' privacy when asking personal information							15%	
<b>Issue:</b>	Longer opening hours on Saturday							38%	
<b>Issue:</b>	Never used the surgery's website							38%	
<b>Issue:</b>	Importance of being able to choose which doctor you see for a routine appointment, even if you have to wait a little longer to see your chosen doctor							34%	
<b>Issue:</b>	Don't feel enough information is provided about GP Extended Hours hubs service							47%	
<b>Issue:</b>	Ability to view medical record on the surgery's website is very important							60%	
<b>Issue:</b>	The Sunrise Medical Centre is too far as an alternative to being seen at Waterside Medical Centre							49%	
<b>Issue:</b>									