



Tower Hamlets
Clinical Commissioning Group

Enclosure B

APMS Procurement Patient and Public Engagement Report

Whitechapel Health Practice

**Tower Hamlets Clinical Commissioning Group
And
North East London Primary Care Commissioning Team**

28/05/2019

Purpose

The purpose of this report is to provide details of feedback from patients and other stakeholders. This will be taken into account when making the important decision about who manages GP services in your surgery, when the current contract for the **Whitechapel Health Practice** comes to an end. Potential contract bidders will be provided with this information to take into consideration when responding.

Background

The Whitechapel Health contract was procured in 2014 as a single Alternative Provider of Medical Services (APMS). The contract is currently managed by AT Medics. The practice is based at 44-56 Hessel St, Whitechapel, London E1 2LP.

The **Whitechapel Health** contract was nearing expiry and there is a legal requirement that NHS England and the Tower Hamlets Clinical Commissioning Group (CCG) run a formal process to put a new contract in place.

There is also a proposal to relocate to new premises towards the end of 2020. In order to provide high quality accessible primary care from modern, fit for purpose premises for all patients in Tower Hamlets. A neighbouring practice, East One Health, will also relocate to these new premises.

How We Collected Your Views

I – Collection

An **information letter**, in both English and Sylheti was sent to all registered patients at Whitechapel Health on the 11th of March 2019. A full translation service across all languages was made available via a freephone number.

A survey was available via a web link in the letter and printed copies were available at the Practice reception.

In the letter, patients were invited to join one of the **two drop in sessions** ran at Christian Street Community Hub, 30 Challoner Walk, Whitechapel, London E1 1AZ on the 20th of March 12:00-13:30 and 17:30:19:00.

The Practice sent a text message to patients with a link to the letter on the 8th of March 2019 inviting them to join the drop in sessions.

Tower Hamlets CCG also notified the following stakeholders:

- London Borough Tower Hamlets
- Local Councilors
- Local MP
- The Local Medical Committee
- Healthwatch
- Tower Hamlets Community Commissioning Patient Panel

13 patients attended on the day and were invited to complete the paper survey if not done already. CCG and North East London Primary Care Commissioning staff were present to help answer patient's questions, provide information about the procurement process and proposed relocation and collect any feedback.

II – Responses

- 109 electronic responses and 7 paper surveys have been collected
- 13 people attended the drop in session

Key results are highlighted in the section below.

What You Told Us

Patient Survey

116 surveys were completed. Main themes emerging from the results of the survey are:

Theme #1 Availability of appointments

66% of respondents have declared that they are satisfied with the practice current opening hours and 89% reported that they would be happy to have an appointment with a GP or Nurse in the extended hours hub as an alternative to being seen in the practice, if it meant you could be seen in the evening or on a weekend. However 75% of the respondents don't feel they have enough information about extended hub services and some patients reported they didn't know it existed.

When booking appointments patients have reported that they value in order of preference:

- Being able to book an appointment at short notice (i.e. the same or next day);
- Being seen on time when you arrive for an appointment;
- Being able to book an appointment online.

Theme #2 Access to services

Patients have reported that it is important for them to **be 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. 31% of patients have reported that being able to ask to see either a male or female GP was not too important.

Of 116 patients, 71% of respondents (82 patients) have gone to a hospital Accident and Emergency department (A&E) or a walk-in Centre, or called NHS 111 rather than trying to see a GP. Amongst the respondents 67% declared that this was because they **couldn't get an appointment with their GP, the GP was closed at that time, or they couldn't get through the phone at that time**.

Patients commented that it is important for them to **be seen on time and if there are delays, it would be useful to be kept informed** (e.g. via a notice board). Some patients also commented that they would find it useful to be able to book appointments online more easily.

Theme #3: Quality of services (clinical and administrative teams)

Apart from being able to see a GP or Nurse when ill, 50% of respondents declared that there were no other services currently provided at your GP surgery that they particularly value and 30% of respondents didn't know. When asked if there were any other services that they would like to see provided at the GP surgery, most common suggestions are:

- General check up
- Minor surgery
- Specialist clinics (e.g. sexual health and skin)
- Health and Wellbeing classes
- Advice for parents

Some patients have also reported that it is important that privacy is respected and they had difficulties with the current layout of the reception and waiting area which can also get very noisy.

As far as reception is concerned, patients mostly value being given clear information in a professional manner. Most patients were satisfied with services provided by reception however issues have been raised about phone waiting times.

When asked about any other suggestions, improvement of practice premises was mentioned frequently. Some patients mentioned that they worried about hygiene, especially in the toilets.

Theme #4: online access and GP website and communication

Amongst online available services patients reported that they value in order of preference:

- Book appointments (84% of respondents rated it as important)
- Order repeat prescriptions (83.6% of respondents rated it as important)
- View medical records (80% of respondents rated it as important)

Some patients commented that they didn't know about the practice website and the available online services or were having problems using it (logging-in, not being able to book appointment).

Patients are mostly satisfied with the available text messaging service and find it really useful, especially for appointment reminders and test results.

Patient drop in sessions

13 patients attended the drop in sessions.

Representation at the sessions included, Tower Hamlets CCG Primary Care Commissioning, North East London Primary Care Commissioning staff, a Board Member and a Bengali (Sylheti) interpreter.

Key areas raised at the sessions:

Current Services

- Patients were complimentary about reception and clinical staff that they trust and felt they had known some of them for a long time. They shared that having staff speaking Bengali (Sylheti) for some patients makes a big difference to the quality of their care.
- Patients commented that they really value the engagement work done over the years with the local community and they fear to lose this (e.g. regular Patients Participation Group, park gym initiative).
- Some patients were particularly unhappy with the practice booking appointment system and mentioned that it was difficult to book an appointment when needed.

Future Services

- Patients asked how they will find out about the premises relocation. They would find it helpful to be kept informed and have the opportunity to know which members of staff will stay.
- Architect plans of the new premises were on display at the drop in session and some patients liked the location, modern design and facilities of the new building although some raised that it may be difficult for them to access it.
- Some patients also mentioned that they would like some reassurance that the new contract will secure a good level of staffing (incl. male/female GPs, speaking Bengali *Sylheti*) and contribute to improving access to the practice services. Reassurance around continuity of care in the context of a bigger practice was also mentioned.

About the re-procurement process:

- Some patients commented that they didn't understand why generally the NHS had to re-procure services and that the process explained in the letter was unclear.
- Some patients worried that the survey will not be representative of the practice population and that they wanted reassurance that the possible new provider will understand the population needs.

What We Will Do With This Information/Addressing Issues Raised

Important development since writing to patients in March

A final review carried out since writing the letter to patients has concluded that the Whitechapel Health contract does not expire until **2024**, not 2020 as originally stated in the letter. As a result, the current contract will remain in place until the expiry in 2024.

As the procurement planned was for one new contract to run services at both East One Health (which does expire in 2020) and Whitechapel Health, the procurement will proceed. However, there will be no change to the current management (provided by AT Medics) of Whitechapel Health until 2024. At this point, a merger will take place and one new contract will be put in place to run services. The provider of this new contract will be known following the outcome of the procurement.

The premises relocation will proceed as planned towards the end of 2020.

The procurement process is designed to ensure that the contracts are awarded to suitably high quality providers who will continue to improve the quality of services offered, particularly improved models of access to primary care services.

Bidders will be required to take into account the feedback collected when outlining their plans for service provision within their bids and especially: *availability of appointments, access to services, quality of services, online access and good communication.*

Extended opening hours

All patients in Tower Hamlets have access to an extended hours primary care service at multiple locations across the borough (called hubs) up to 10pm weekdays and 8am - 8pm at the weekends. We will ensure information about this service, including the nearest located hubs to patients registered at Whitechapel Health is widely available. It also is possible that the new site (see premises section below) will include a hub service.

Existing Practice team

Whatever the outcome of the procurement process, regulations exist to protect the employment of existing staff. This includes any employed doctors, nurses, receptionists and administration staff. As a result, even if a new provider is chosen to provide the GP service, we would expect many of the doctors, nurses and other practice staff to remain at the surgery.

Premises

The Whitechapel practice will be relocating to a new site at the end of Commercial Road, off Leman Street, E1 towards the end of 2020.

Some patients were concerned that the distance to this new site was too far for them. The relocation is part of a wider plan to ensure all patients in the area have access to modern, fit for purpose premises:

- A large nearby Practice, East One Health, will vacate their current premises, which is at capacity, and relocate to the new site along with Whitechapel Health.
- The East One Health site will be retained and two smaller nearby Practices will vacate their current poor premises and together move to this site.

Next Steps

Patients will receive communication regarding the change in contract expiry date since the letter sent in March.

Patients will be sent a letter early next year advising the outcome of the procurement that will take effect in 2024, for the registered patients of Whitechapel Health. Further details regarding the premises relocation will be provided during summer 2020, subject to the new site completion timeframe.

The CCG will make sure that your GP services continue uninterrupted. GP services will continue to be provided at the same Whitechapel Health premises in the period leading up to, during and after this process.

ANNEX 1 (Statistics)

Practice Name:	Whitechapel Health (SHAH JALAL MEDICAL CENTRE)	Practice Code:	F84039	List Size:	12,285 (Raw)
CCG: Tower Hamlets CCG		Responsible Commissioner: Jo-Ann Sheldon			
Date Consultation Commenced: 8 th March 2019		Date Consultation Completed: 30 th April 2019			
Date of Report: 24 May 2019		Report Written By: Clemence Cohen and Jo-Ann Sheldon			

Written Communications					
Letter sent to:		Yes / No (If no, explain why)	Date sent (1)	Date sent (2)	Date sent (3)
Registered Patients		Yes	08/03/2019		
Practice Patient Participation Group		Yes	08/03/2019		
Incumbent Provider		Yes	08/03/2019		
Health Scrutiny Sub-Committee		Yes	30/04/2019		
Healthwatch		Yes	15/03/2019		
LMC		Yes	15/03/2019		
MP (Name):	Ms Rushanara Ali	Yes	12/03/2019		
Councillors:					
Name:	Mr Faroque Ahmed	Yes	12/03/2019		
Name:	Ms Rabina Khan	Yes	15/03/2019		
Name:					
Other (please state):					

Press Release Prepared? Yes / No	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:	Some patients commented that they didn't understand why generally the NHS had to re-procure services and that the process explained in the letter was unclear.	Patient consultation drop-in sessions

Meetings				
	Date	Time	Venue	No. of Attendees
Practice Briefing	12/02/2019	16:30-17:30	Whitechapel Health 44-56 Hessel St, Whitechapel, London E1 2LP	N/A
Patient Engagement 1	20/03/2019	12:00-13:30	Christian Street Community Hub, 30 Challoner Walk, Whitechapel, London E1 1AZ	13
Patient Engagement 2	20/03/2019	17:30-19:00	Christian Street Community Hub, 30 Challoner Walk, Whitechapel, London E1 1AZ	
Overview & Scrutiny Committee	30/04/2019	18:30-21:00	MP701 - Town Hall Mulberry Place 5 Clove Crescent Poplar E14 2BG	17
Tower Hamlets Community Commissioning Patient Panel	05/02/2019	18:30-20:00	Tower Hamlets CCG, Mile End Hospital, Bancroft Road, London E1 4DG	10
Issues / Themes Arising from Meetings				No./Source of Responses Highlighting this Point
Issue:	Importance of having staff speaking Bengali (Sylheti) for some patients makes a big difference to the quality of their			7

	care.		
Issue:	Patients really value the engagement work done over the years with the local community and they fear to lose this.		7
Issue:	Availability of evening and weekend appointments.		5
Issue:	Important to be kept informed and have the opportunity to know which members of staff will stay.		N/A
Issue:	Possible difficulties for some patients to access new premises.		N/A
Issue:	Reassurance that the new provider will understand patient population needs.		N/A
Patient Survey			
Date Online Survey launched: 08/03/2019	Date Online Survey closed: 28 th March 2019		No. of Responses: 109
Date Paper Survey launched: 08/03/2019	Date Paper Survey closed: 28 th March 2019		No. of Responses: 7
Translations of Paper Survey requested: (tick all applicable)	Tamil	<input type="checkbox"/>	Somali
	<input type="checkbox"/>	<input type="checkbox"/>	Urdu
	Other (please specify):		Bengali (Sylheti) X
Issues / Themes Arising from Patient Survey			
			No. of Responses Highlighting this Point
Issue:	Availability of appointments especially during weekends and evenings.		56
Issue:	Most patients were satisfied with services provided by reception however issues have been raised about phone and in person waiting times.		15
Issue:	A majority of respondents don't feel they have enough information about extended hub services and some patients reported they didn't know it existed.		85
Issue:	Improvement of practice premises		10
Issue:	Promotion and access to online services (e.g. booking appointments, access to medical records...).		14