

**APMS Procurement  
Patient and Public Engagement Report  
The Allerton Road Surgery**



North East London  
Commissioning Alliance  
and  
City and Hackney Clinical  
Commissioning Group

[08/05/2019]



## Purpose

The purpose of this report is to provide details of feedback from patients and other stakeholders on the proposals put forward by NEL Commissioning Alliance (NELCA) and City and Hackney CCG for the future of The Allerton Road Surgery, and to outline how this feedback will affect the plans.

### Background

The Allerton Road Surgery is a practice situated in the North West of the CCG area. Primary medical services are currently provided to registered patients under a time limited APMS contract held by the Hurley Group. The 5 +2 year contract commenced in April 2013 and is due to expire on 31<sup>st</sup> March 2020.

Following a strategic review carried out in October 2018 the City and Hackney Primary Care Commissioning Committee (PCCC) took the decision to re-procure the contract.

As part of procurement process, patients and other stakeholders of the practice 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

Letters were sent to all registered patients aged 16 and over informing them of the forthcoming procurement. Patients were invited to attend two patient consultation sessions on Wednesday 20 March 2019 between 10:00 to 12:00 and on Thursday 28 March 2019 between 16:30 to 18:30 which were attended by officers from NELCA and City and Hackney CCG. Patients were asked to give their views on what they liked and also what could be improved at the practice.

The session provided patients with information on the procurement process and the opportunity to give comments. There were 7 patients who attended the first session and 2 patients attended the second session. All patients who attended the event have completed either the online or paper patient survey.

In addition to face to face consultation sessions, an online survey was launched on 8 March and ran until 29 March 2019 and paper surveys were available on request at the practice from 11 March and 29 March 2019. We collected 38 completed surveys, of which 8 were paper surveys and 30 online responses.

Letters were also sent to local stakeholders and interested parties including, City and Hackney Healthwatch, The Overview and Scrutiny Committee, Local Medical Committee, local councillors and MP. No feedback or responses were received from the local stakeholders.

## What You Told Us

### **Surgery opening times**

Out of 36 respondents, 25 (69%) said that they were completely satisfied or fairly satisfied that the surgery's opening hours met their needs. Four patients (11%) said that they were not at all or not very satisfied.

Of those respondents that provided further detail (12), 10 commented that they would like the surgery to be open later on weekdays or on Saturday. The contractor may consider increasing the opening hours in response to identified priority needs of patients through participation with the Extended Hours DES. This point is emphasised by the fact that 23 (64%) of respondents said that they would not prefer to be seen in an enhanced access hub if they could be seen sooner. The principle reason for this was a desire to see their own GP or continuity of care.

### **Appointments**

Respondents were asked to rate the importance of predetermined features that they valued when attempting to book or attending a GP appointment. The most important feature was being able to book the first time they spoke to a receptionist without having to call back, with 35 (97%) respondents rating this as very important or important. Being able to book an appointment at short notice (32, 89%) and being seen on time when you arrive (27, 75%) were also considered to be important features.

16 respondents (44%) felt it was very important or important that they be able to choose which GP they see for a routine appointment. Only 8 (22%) felt it was important that they be able to ask to see either a female or male GP. 21 (58%) said they did not feel it was important to have the option of a video consultation.

When asked if they had ever attended A&E, a walk-in centre or called 111 rather than trying to see a GP, 18 (50%) said that they had. Of those that had 6 (33%) said it was because the surgery was closed, 4 (22%) could not get through on the phone, 4 (22%) felt they required emergency treatment, and 3 (17%) could not get an appointment or were not offered an appointment soon enough.

### **Reception**

Asked what they feel is important when speaking to the GP reception, the majority commented on the importance of the reception staff being polite, friendly, caring and professional. A number also stated that it was important to be get through or not wait too long on the line when calling the surgery.

### **Support to manage health**

When asked whether they had enough support and information to help manage common ailments without needing to visit or get advice from the GP, 27 (75%) of respondents said that they did, 5 (14%) said that they did not, and 4 (12%) either said they don't know or didn't answer.

13 (36%) said that they or someone they cared for have a long term condition. Of these, 9 (60%) said that they felt supported to manage this condition. Those that did not feel supported said that this was due to lack of continuity or seeing a different GP each time they attended.

The majority of respondents felt they didn't have enough information on GP hubs, community pharmacy or patient online services. Responses in relation to NHS 111 were mixed with around half saying they felt they didn't have enough information about these services.

### **Other services**

Asked which additional services they valued at the practice the most common responses were blood tests, vaccinations and travel vaccinations.

Asked about which services they would like their surgery to provide the most common response was counselling.

### **Patient involvement in decision making**

The majority of respondents (24, 67%) stated that they did not know what the surgery's PPG does or how they would get involved. This is despite 18 (50%) of respondents stating that they felt that it was very important or important that the surgery involve patients and the PPG in appropriate and relevant decisions about services and standards.

### **Practice website**

In relation to the practice website, respondents were asked to rate the importance of predetermined features that they valued. 24 (67%) felt that being able to book and appointment was either very important or important. Being able to view their medical record (23, 64%) and order repeat prescriptions (20, 56%) were also considered important.

### **Text messaging**

22 respondents (61%) said that they had received appointment reminders by text message. All but one of these said that they found this useful.

Appendix 1 contains additional comments left at the end of the questionnaire.

## **What We Will Do With This Information**

The feedback gathered through this process will be shared with bidders in order to give them an opportunity to take into account patient wants and needs when planning services and submitting their bids. The bidding process is designed in such a way that only bidders who take into account patient feedback will be in a position to be awarded top marks.

The key issues that have been highlighted, specifically availability of appointments outside of regular opening hours and continuity of care or being able to see the same GP, will be stressed when it comes to evaluating bids from prospective providers. In relation to the former, while the CCG does not intend procure a core service beyond the current opening hours, we would strongly encourage the preferred bidder to participate in enhanced services commissioned to meet this need, such as Improving Access to General Practice and the Network DES.

**ANNEX 1 (Statistics)**

<b>Practice Name:</b>	The Allerton Road Practice	<b>Practice Code:</b>	F84716	<b>List Size:</b>	5460
<b>CCG:</b> City and Hackney		<b>Responsible Commissioner:</b> Richard Bull			
<b>Date Consultation Commenced:</b> 08/03/2019		<b>Date Consultation Completed:</b> 29/03/2019			
<b>Date of Report:</b> 09/05/2019		<b>Report Written By:</b> Thomas Clark			

Written Communications					
Letter sent to:	Yes / No (If no, explain why)	Date sent (1)		Date sent (2)	Date sent (3)
Registered Patients	Yes	1 March 2019			
Practice Patient Participation Group	Yes	1 March 2019			
Incumbent Provider	Yes	1 March 2019			
Overview & Scrutiny Committee	Yes	13 March 2019			
Healthwatch	Yes	13 March 2019			
LMC	Yes	13 March 2019			
<b>MP (Name):</b>	Diane Abbott	Yes	13 March 2019		
<b>Councillors:</b>					
<b>Name:</b>	Ben Hayhurst	Yes	13 March 2019		
<b>Name:</b>	Feryal Demirci	Yes	13 March 2019		
<b>Name:</b>	Aron Klein	Yes	13 March 2019		
<b>Other (please state):</b>					

<b>Press Release Prepared?</b> Yes / No	No	
<b>Date sent:</b>	<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.	
<b>Issue:</b>		
<b>Issue:</b>		
<b>Issue:</b>		
<b>Issue:</b>		

<b>Meetings</b>				
	<b>Date</b>	<b>Time</b>	<b>Venue</b>	<b>No. of Attendees</b>
<b>Practice Briefing</b>				
<b>Patient Engagement 1</b>	20/03/2019	10:00-12:00	Allerton Road Surgery	7
<b>Patient Engagement 2</b>	28/03/2019	16:30-18:30	Allerton Road Surgery	2
<b>Patient Engagement 3</b>				
<b>Other (please state):</b>				
<b>Issues / Themes Arising from Meetings</b>				<b>No./Source of Responses Highlighting this Point</b>
<b>Issue:</b>	Availability of evening and weekend appointments			3
<b>Issue:</b>	Turnover of GP staff, not seeing the same GP			4
<b>Issue:</b>				
<b>Issue:</b>				

<b>Issue:</b>								
<b>Issue:</b>								
<b>Issue:</b>								
<b>Patient Survey</b>								
<b>Date Online Survey launched:</b> 08/03/2019	<b>Date Online Survey closed:</b> 29/03/2019				<b>No. of Responses:</b> 30			
<b>Date Paper Survey launched:</b> 11/03/2019	<b>Date Paper Survey closed:</b> 29/03/2019				<b>No. of Responses:</b> 8			
<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>
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