

**APMS Procurement  
Patient and Public Engagement Report**

**Brunswick Medical Centre  
39 Brunswick Square,  
Bloomsbury, London WC1N**



NHS England London Region  
and  
Camden Clinical  
Commissioning Group

17 May 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 Camden CCG for the future of Brunswick Medical Centre, and to outline how this feedback will affect the plans.

### Background

GP Services at Brunswick Medical Centre are currently being Provided by The Hurley Group. In 2013 The Hurley Group was awarded the contract to run GP services. The Contract is due to come to an end on 31<sup>st</sup> March 2020.

GP services are currently provided from 8:00 am to 8:00 pm Monday to Wednesday and 8:00 am to 6:30 pm on Thursdays and Fridays. Saturday 9:00 – 12:00 pm.

As part of the procurement process, patients and 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 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 organised for Tuesday 12 March 2019 and Thursday 21 March 2019 which were attended by officers from NHS England and Camden CCG.

Patients were asked to give their views on what they liked about the current services and also what could be improved at the practice. Patients were provided with information on the procurement process and had the opportunity to give comments.

There were 9 patients who attended the first session and 8 patients who attended the second session. All patients who attended these events were invited to complete a paper patient survey.

An online survey was launched on 1 March and ran until 31 March 2019 and paper surveys were available on request at the practice. The paper survey ran until the 31 march. Commissioners collected 29 completed surveys 15 were paper surveys and 14 online responses.

Letters were also sent to local stakeholders and interested parties including,

- Patient & Public Engagement Group;
- Healthwatch;

- Health and Wellbeing Board;
- Member of Parliament;
- Councillors;
- Local Medical Committee;
- Health and Adult Social Care Overview Scrutiny Committee

## What You Told Us

The following comments and themes came out of the patient survey and some direct quotes have been included.

### Opening Hours

62% of the patients who responded to the survey said the current opening hours met their needs.

### Some additional comments provided by patients included:

*"I work Monday - Friday 9:00 to 5:00 and need to spend an hour travelling to work, so I usually have to book annual leave for appointments, especially as you can only get appointments by ringing up in the morning on the day".*

*"More late (6.30 to 8pm) phone consultations on some evenings would help"*

*"It would be better longer hours on Saturday as I'm often at work during the week"*

*"The only surgery open on the Saturday in the South Camden"*

*"Closing at 8pm would be more suitable for people who finish work late"*

*"It is good that it is open from 8am (on some days) and on a Saturday morning. It would be better if it was also open later and for longer at the weekend, bearing in mind that I usually need to fit a visit into my working day".*

### Appointments and telephone access

From the patient survey and online survey patients indicated that the practice operated a system that required to patients to call at 8:00 am or 1:00 pm on the day for appointments. Some respondents said they had to wait a long time on the phone.

- Over 90% of patients said that being able to book an appointment the first time they contacted the surgery without having to call back was very important.
- 65% of respondents felt being able to book an appointment online was very important
- 89% of respondents said being able to book an appointment at short notice was very important
- 58 % of respondents felt being able to plan your routine visits by booking several weeks in advance was very important
- 74% of respondents stated that being seen on time when you arrive for an appointment was very important,
- 22% of respondents advised that having the option of a video appointment with your GP or Nurse was very important
- Over 66% of respondents said they had gone to A&E department or walk-in centre or called 111 rather than trying to see a GP as they felt they needed emergency treatment

**Additional comments included:**

*“The appointments system is unwieldy and hopelessly inefficient”*

*“Not having to wait 3 weeks for an appointment. Some of the times, the symptoms decrease before the time of the appointment, only to flare up soon afterwards”.*

*“You are often left waiting for a long time on the phone when ringing to make an appointment and they often don't pick up the phone until 10 minutes after their stated opening times leading to you having to listen to their out of office message, when they should be open.”*

*“The biggest improvement to this centre has been the ability to get a same day GP appointment. It used to take 3-4 weeks. I want to thank whoever is responsible for this and I'm taking the time to complete this survey to make sure the new ""managing organisation” who put this in place are able to keep up the good work”*

**Choice of GP**

Patients who responded said they saw a different GP every time and there was a high turnover of GPs.

- 50% of respondents said being able to ask for a male/female GP was very important
- Over 64% of respondents stated being able choose the doctor for a routine appointment, even if you have to wait a little longer was important

**Additional comments included:**

*"It will be great if there are both female/male doctor and nurse available"*

*"It will be great if the turnover of GP/nurse is not as often. The continuity of seeing the same nurse/GP helps a great deal in term of understanding previous/existing issues without losing time in the 10mins time slot we are provided."*

*"The GP turnover is high"*

*"each patient should be able to see the same doctor every time, unless there's a good medical reason not to"*

*"Staff retention seems important to me - every time I go to the GP I see a different doctor"*

**Reception**

There was good feedback overall, some patients who responded stated that there was not a great deal of privacy at the reception desk.

**When asked if they wanted to add anything further patients comments included:**

*"I've also noticed that the general admin and reception support is also much better too."*

*"Courtesy; Efficiency; Discretion; Knowledge; Intelligence"*

*"prompt access to reception (at present, since same day appointments must be booked at 8am or 1pm, there is a telephonic scrum to try to speak to receptionists then)"*

*"That I am able to talk to the receptionist without being overheard - not possible at my current surgery"*

*"That the receptionists are polite and sympathetic - some are and some are not at my current surgery"*

*"No advice or services are available from the reception desk at my current surgery to my knowledge"*

*"Politeness, patient, not loud when talking amongst each other, professionalism, uphold confidentiality, no chewing gum".*

*“My recent experiences with the receptionists have all been very positive; friendly, easy to speak to”*

### **Practice website and on-line Facilities**

Many patients who responded said it was very important for them to be able to book an appointment; order repeat prescriptions and being able to provide feedback on the surgery website about services. Whilst other patients advised they would like to see same day appointments being offered and for the website to be more accessible. It should be noted that there were some patients who either did not know of the website or did not use it.

Patients found the text messaging service very useful. When asked what else they would like to receive via text messages, patients advised they would like to have appointment reminders and prescription ready reminders.

- 60% of respondents felt ordering a report prescription online was very important
- 77% of respondents felt booking an appointment online was very important
- 62% of patients who responded felt viewing your medical records online was very important
- 41% of respondents felt finding out information about the PPG from the surgery website was very important
- 57% of patients who responded said the GP practice contact them via text message.
- 75% of patients who responded said they found these text messages useful

### **Additional comments includes:**

*“List of GPs’ and whether locums, with changes when they happen”*

*“Names and position/role of all admin staff”*

*“ A patient account area, ability to book / cancel / reschedule appointments etc.”*

### **Support to manage one’s health**

Many patients felt they had enough support and information to help manage common ailments such as coughs and colds, mild skin conditions, and vomiting and diarrhoea - without needing to visit or get advice from their your GP.

- 69% of patients who responded considered themselves or someone they care for to have a long term condition
- 45% of the patients who said they had a long term condition felt they have enough support/info to help manage the long term condition

### **Other services**

When asked about what other services they would like to see being available at the practice, several patients advised they daily blood tests; well man's clinics; weight loss service; alternative therapy; more support for mental health; physiotherapy; counselling; bereavement services

Additionally patients comments included *"It would be great to have permanent doctors. Brunswick medical always seems to have locum doctors and it's almost impossible to see the same person. But it would be nice to have a consistent family doctor that knows you very well"*.

When asked if they had enough information about other services that could be accessed to meet their needs, this was patients reported:

**GP Hubs / urgent care centres** – 10% of patients reported they had enough information about Camden GP hubs or urgent care centres.

**Community Pharmacies** – 31% of patients reported they had enough information about community pharmacies know what services were available from community pharmacies.

**Patient online services** – 34% of the patients who responded felt they had enough information on patient online services.

**NHS 111** – 50% of patients said they had enough information about this service

### **PPG and Patient Engagement**

Only 24% of patients knew about the PPG and how to get involved, whereas nearly 60% of patients felt it was very important that the practice involves patients and the PPG in appropriate and relevant decisions about services and standards at surgery.

Comments from patients included:

*"Absolutely vital AND that the conclusions reached at each meeting are published for all to see and acted upon quickly"*

*“The meetings I have been invited to are set at 6pm, the implication is that the surgery is not very interested in those working full time, as they are likely to struggle to get there in time”.*

*“Surgery need to listen to patients' need. Brunswick Management are very good at involving patients. Well done”*

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

Patient feedback is an integral part of the procurement process and results from patient engagement is being shared with bidders in order that they can take into account patients wants and needs when planning the service and submitting their bids. Only those bidders who take into account patient feedback will be in a position to be awarded top marks 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 to suit patient needs. This includes:

- When patients request an appointment, they will be able to do so first time and not been requested to call back in the afternoon or the next day.
- Patients will be able to book on the day appointments, or within 24/48 hours, if they wish to.
- Patients will be able to book an appointment for up to four weeks in advance.
- Patients will be able to book appointments in a number of ways: including by telephone; online; attending at the surgery.



**ANNEX 1 (Statistics)**

<b>Practice Name:</b>	Brunswick Medical Centre	<b>Practice Code:</b>	F83048	<b>List Size:</b>	6986 – As of April 2019
<b>CCG: Camden</b>		<b>Responsible Commissioner: Camden CCG</b>			
<b>Date Consultation Commenced:</b> 1 March 2019		<b>Date Consultation Completed:</b> 28 March 2019			
<b>Date of Report: 23/05/2019</b>		<b>Report Written By: Honorine Focho</b>			

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	20/02/2019			
<b>Practice Patient Participation Group</b>	Yes	20/02/2019			
<b>Incumbent Provider</b>	Yes	25/02/2019			
<b>Overview &amp; Scrutiny Committee</b>	Yes	25/02/2019			
<b>Healthwatch</b>	Yes	25/02/2019			
<b>LMC</b>	Yes	25/02/2019			
<b>MP (Name):</b>	Keir Starmer	Yes	25/02/2019		
<b>Councillors:</b>					
<b>Name:</b>	Sabrina Francis	Yes	25/02/2019		
<b>Name:</b>	Adam Harrison	Yes	25/02/2019		
<b>Name:</b>	Rishi Madlani	Yes	25/02/2019		
<b>Name:</b>	Patricia Callegan	Yes	25/02/2019		
<b>Name:</b>	Councillor Alison Kelly	Yes	25/02/2019		

<b>Name:</b>	Councillor Georgia Gould	Yes	25/02/2019		
<b>Other (please state):</b>	N/A				
<b>Press Release Prepared? Yes / No</b>	No				
<b>Date sent: N/A</b>	<b>Name of publication: N/A</b>		<b>Date published: N/A</b>		
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<b>Date sent: N/A</b>	<b>Name of publication: N/A</b>		<b>Date published: N/A</b>		

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

<b>Meetings</b>				
	<b>Date</b>	<b>Time</b>	<b>Venue</b>	<b>No. of Attendees</b>
<b>Practice Briefing</b>	12/03/19	17:30 – 19:30	Brunswick Medical Centre	
<b>Patient Engagement 1</b>	12/03/19	17:30 – 19:30	Brunswick Medical Centre	9
<b>Patient Engagement 2</b>	21/03/19	13:30 – 15:30	Brunswick Medical Centre	8
<b>Patient Engagement 3</b>	N/A			
<b>Other (please state):</b>	N/A			
<b>Issues / Themes Arising from Meetings</b>				<b>No./Source of Responses Highlighting</b>

							<b>this Point</b>		
<b>Issue:</b>	Confidentiality around reception desk						<b>1</b>		
<b>Patient Survey</b>									
<b>Date Online Survey launched: 1/03/2019</b>			<b>Date Online Survey closed: 28/03/2019</b>				<b>No. of Responses: 14</b>		
<b>Date Paper Survey launched: 1/03/2019</b>			<b>Date Paper Survey closed: 28/03/2019</b>				<b>No. of Responses: 15</b>		
<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>Appointments</b>	Practice asked patients to call at 8:00 or 1:00 pm for appointments. Patients found it difficult to get an appointment. Patients needed a better appointment systems.						27		
<b>Patient Choice</b>	Patients indicated there was a high turnover of GPs in the surgery, patients were not able to see the same GP, they wanted less locums and choice of male or female						14		
<b>Reception Area</b>	There was no confidentiality around reception area, it was difficult to have privacy when talking to receptionist						13		
<b>Website /online services</b>	It was important to have online services to be able to book appointments; order prescriptions and view medical records						17		
<b>Patient Engagement</b>	Patient felt engagement was important,						22		
<b>Services</b>	There were a significant number of patients who said they did not have enough information about GP Hubs; urgent care centres; community pharmacies						26		
<b>other services</b>	Patients would value blood testing services; well man's clinics; more support for mental health; physiotherapy; counselling; bereavement services						1		