

**APMS Procurement
Patient and Public Engagement Report
Camden Health Improvement
Practice**



NHS England London Region
and
Camden 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 Camden CCG for the future of Camden Health Improvement Practice, and to outline how this feedback will affect the plans.

Background

The contract to provide GP services at Camden Health Improvement Practice (CHIP) is due to end, as planned, on 31 March 2020. A new contract will be put in place from 1 April 2020.

NHS England and NHS Camden CCG have undertaken engagement with CHIP patients and other local stakeholders to better understand what they would like from the GP service in the future. This information will inform the detail of the recommissioned service.

How We Collected Your Views

Commissioners undertook engagement between 22 February and 28 March 2019 with CHIP patients and other local stakeholders.

Stakeholder views were sought through a variety of methods including a letter, survey, patient engagement sessions and meetings.

The following stakeholders received a letter briefing them on the plans for CHIP and inviting feedback:

- Camden Patient and Public Engagement Group Chair
- Member of Parliament for Holborn and St Pancras
- Healthwatch Camden
- Camden Health and Wellbeing Board
- Camden Local Medical Committee
- Camden Health and Adult Social Care Overview Scrutiny Committee
- Local ward councillors.

As a significant proportion of CHIP patients do not have a permanent address and/or use the practice address on their patient registration, it was not possible to write to each patient individually.

Instead, patient letters were made available at the practice reception, and additional face to face engagement sessions were held in the practice reception on varying days/times to increase the opportunity for patients to understand what is happening and to share their views about what they would like form the service in the future. This included a women only clinic.

Five engagement sessions were held in total on the dates below. The sessions were advertised in advance on posters and on the waiting room screens:

- Friday 22 February 2019, 9 to 10am
- Tuesday 26 February 2019, 10.30 to 11.30am
- Tuesday 26 February 2019, 3-4.30pm
- Tuesday 5 March 2019, 10.30 to 11.30am
- Friday 8 March 2019, 9 to 10am.

During the engagement sessions, 12 paper based surveys were completed.

A meeting to brief Camden Council's Cabinet Member for a Healthy and Caring Camden and Deputy Leader was held on Friday 8 March 2019.

Commissioners attended a meeting on 28 February with the Camden Homeless Health and Care Network to hear the views of stakeholders from organisations who work with people experiencing homelessness in Camden.

Local GP practices were briefed through an update at the Camden CCG March Locality Committees.

What You Told Us

The main themes raised by stakeholders through the engagement were:

- The importance of maintaining practice links to wider services, particularly the Citizens Advice service and drug and alcohol worker
- Interest exists in digital access to services such as online appointment booking, ordering of repeat prescriptions and text message reminders
- Lack of privacy at practice reception impacts on patient confidentiality
- Access to blood test and x-ray services at practice wanted
- Queuing/ticketing system requested for outside surgery prior to opening to minimise bullying
- Better facilities in the practice, including lift and toilet accessibility for visually impaired
- Lack of integrated approach between practice and other health and social care teams
- Ease of same day access valued.

What We Will Do With This Information

Feedback from the patient engagement is being shared with bidders so that they can take into account patients and stakeholder wants and needs when planning the service and submitting their bids.

The bidding process has been designed in such a way that only bidders who take into account patient feedback will be in a position to be awarded top marks.

Provision has already been made in the service specification to address issues raised by patients and other stakeholders so will not directly result in changes.

One significant edit is the decision to now include provision of Citizen Advice Bureau services from CHIP. This was previously only hosted by the practice but will now become an integral part of the contract. Feedback from patients is that this service was well regarded and invaluable to them at a time of crisis.

ANNEX 1 (Statistics)

Practice Name:	Camden Health Improvement Practice	Practice Code:		List Size:	
CCG: Camden		Responsible Commissioner: Camden			
Date Consultation Commenced: 22 February 2019		Date Consultation Completed: 28 March 2019			
Date of Report: 10/06/2018		Report Written By: Amanda Rimington/Colette Smith			

Written Communications				
Letter sent to:	Yes / No (If no, explain why)	Date sent (1)	Date sent (2)	Date sent (3)
Registered Patients	No. A significant proportion of CHIP patients do not have a permanent address and/or use the practice address on their patient registration so it was not possible to write to each patient individually. Alternative arrangements were made to capture patient views.	N/A		

Practice Patient Participation Group		Yes	22/02/19		
Incumbent Provider		Yes	22/02/19		
Overview & Scrutiny Committee		Yes	22/02/19		
Healthwatch		Yes	22/02/19		
LMC		Yes	22/02/19		
MP (Name):	Keir Starmer	Yes	22/02/19		
Councillors:					
Name:	Councillor Georgia Gould	Yes	22/02/19		
Name:	Councillor Alison Kelly	Yes	22/02/19		
Name:	Councillor Patricia Callaghan	Yes	22/02/19		
Name:	Councillor Nasim Ali OBE	Yes	22/02/19		
Name:	Councillor Nadia Shah	Yes	22/02/19		
Name:	Councillor Alison Kelly	Yes	22/02/19		
Name:	Councillor Heather Johnson	Yes	22/02/19		
Other (please state): Patient and Public Engagement Group Chair		Yes	22/02/19		
Press Release Prepared?		No			
Yes / No					
Date sent: N/A	Name of publication: N/A		Date published: N/A		

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

Meetings				
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	Date	Time	Venue	No. of Attendees
Practice Briefing	Various dates	N/A	CHIP	5
Patient Engagement 1	22/02/19	9am	CHIP	N/A
Patient Engagement 2	26/02/19	10.30 am	CHIP	N/A
Patient Engagement 3	26/02/19	3pm	CHIP	N/A
Patient Engagement 4	05/03/19	10.30 am	CHIP	N/A
Patient Engagement 5	08/03/19	3pm	CHIP	N/A

Issues / Themes Arising from Meetings				
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Issues / Themes Arising from Meetings		No./Source of Responses Highlighting this Point
Issue:	The importance/value of practice links to wider services, particularly the Citizens Advice service and drug and alcohol worker	1 – Homeless Network
Issue:	A need for more formal links with mental health services	1 – Homeless Network
Issue:	A need for simplified registration processes	1 – Homeless Network

Patient Survey				
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Date Online Survey launched: N/A		Date Online Survey closed: N/A				No. of Responses: N/A		
Date Paper Survey launched: 22 February 2019		Date Paper Survey closed: 28 March 2019				No. of Responses: 12		
Translations of Paper Survey requested: (tick all applicable)	Tamil		Somali		Urdu		Bengali	
	Other (please specify):							
Issues / Themes Arising from Patient Survey								No. of Responses Highlighting this Point
Issue:	The importance/value of practice links to wider services, particularly the Citizens Advice service and drug and alcohol worker						3	
Issue:	Interest exists in digital access to services such as online appointment booking, ordering of repeat prescriptions and text message reminders						4	
Issue:	Lack of privacy at practice reception impacting on patient confidentiality						1	
Issue:	Access to blood test and x-ray services at practice wanted						1	
Issue:	Queuing/ticketing or other system requested for outside surgery prior to opening to minimise bullying						2	
Issue:	Better facilities in the practice, including lift and toilet accessibility for visually impaired						3	
Issue:	Access to blood test and x-ray services at practice wanted						1	
Issue:	Lack of integrated approach between practice and other health and social care teams						1	
Issue:	Ease of same day access valued.						4	
Issue:								