

**APMS Procurement  
Patient and Public Engagement Report**

**Ordnance Unity Centre for Health  
645 Hertford Road, Enfield,  
Middlesex EN3 6ND**



NHS England London Region  
and  
Enfield Clinical Commissioning  
Group

10 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 Enfield CCG for the future of Ordnance Unity Centre for Health, and to outline how this feedback will affect the plans.

## Background

GP Services at Ordnance Unity Centre for Health are currently being provided by Haverstock Healthcare Limited. NHS England and Enfield CCG undertook the engagement with patients because the current contract will be coming to an end in September 2019 and commissioners wanted to provide reassurance that replacement services will be put in place to ensure patients continue to have access to GP services from the premises.

Patients were advised there will be a procurement process to identify a new provider for the service. Patients were advised there will be a short period of caretaking between 1 October 2019 and 31 March 2020.

GP services are currently provided from 8:00 am to 6:30 pm Monday to Friday and on Saturday 9:00 – 1:00 pm.

As part of the procurement process, patients and stakeholders were asked for their views on the services currently provided and any suggested improvements. Patients were advised that as part of the procurement process, their views will be taken into account when re-procuring the GP services.

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 on 23 April 2019, informing them of the procurement and what is happening to the service. Patients were invited to attend two patient consultation sessions organised for Friday 3 May 2019 and Friday 10 May, which were attended by officers from NHS England and Enfield CCG.

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

There were 10 patients who attended the first session, including members of the PPG, and 9 patients attended the second session. During both events, paper based questionnaires were handed out to patients however, they did not complete these during the event. Most advised they had completed the survey online.

An online survey was launched on 23 April until 29 May 2019 and paper surveys were available on request at the practice and from commissioners on request. The paper survey ran until the 29 May 2019. The practice advised that no paper surveys had been

completed by patients. 27 Patients completed the online survey.

On 27 February 2019 stakeholders were informed that the contract was being re-procured. Letters were sent to the 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

An updated letter has been sent to stakeholders on 10 June 2019, which advises them of when the patient events took place and also to advise them that there will be a short period of caretaking from 1st October 2019 – 31 March 2020 whilst the procurement process is completed.

## What You Told Us

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

### Opening Hours

72% of the patients who responded to the survey said the current opening hours met or completely met their needs. However, patients reported they found it very difficult to get an appointment.

### Some additional comments provided by patients included:

*“Great opening times but I when I ask for an appointment I get told that I have to wait 2 weeks”*

*“Opening times are fine but ability to book appoint at times needed not good”*

*“Would like longer hours on a Saturday”*

*“Difficult to get appointments to suit around work, I leave home before the surgery opens and get home as the surgery is closing”*

*“Later in the evening would be useful for carers needing to organise cover when they need to attend surgery carers of the housebound/vulnerable adults should be given priority when booking appointments as delays in seeing a GP could result in the breakdown of the care provided, if the carer becomes more unwell”*

## **Appointments and telephone access**

From the online survey and patient feedback at the engagement sessions, patients reported that they have been asked to ring at certain times of the day to book an appointment. Patients have reported difficulties in getting through on the phone. Patients reported they have had to wait a long time on the phone before calls get answered, or are told that they have a wrong number.

- Over 96% 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.
- 78% of respondents felt being able to book an appointment online was very important
- 88% of respondents said being able to book an appointment at short notice was very important
- 93% of respondents felt being able to plan your routine visits by booking several weeks in advance was very important
- 88% 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

### **Some additional comments by patients:**

*"I am a type 2 diabetic with CHD. It would be nice to make an appointment for a diabetes review... and at that time to be given an appropriate blood test form"*

*"I can sometimes get appointment with a doctor online but why is this not possible with a practice nurse for a diabetes review?"*

*"Phone line often engaged or on hold for more than 30 mins only to be told no appointments available for 2 weeks"*

*"It is currently usually impossible to obtain an appointment at all. It is normal to be told that there are no appointments available and to ring up the next day at a particular time.*

*"My work means it is not possible to make ad hoc app but need to schedule these in at least a few days prefer a week in advance".*

*"The problem with the Ordnance Unity Centre is getting through to a receptionist to book an appointment. The queuing is poor and you can only ring at certain times of the day"*

*"It is understandable if you have to wait awhile after your allotted appointment but there needs to be a time limit"*

*"booking an appointment can be very time consuming from trying to get through to speak to someone to actually getting an appointment"*

*"The phone system will not allow more than 6 people to wait on the line which is Ok if you then get an engaged tone, instead you get a message saying you have dialled the wrong number....for several months I have not been able to book any online appointments"*

### **Choice of GP**

Patients who responded said they saw different GPs every time, there was no continuity of care.

- 30% of respondents said being able to ask for a male/female GP was very important
- 62% 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 from patients included:

- *Could we have permanent GPs*
- *"I would much prefer to see the same doctor each time. This would be achievable if there were sufficient GPs employed at the surgery, which there currently are not".*
- *"It would be good to have permanent doctors. Since the surgery opened, I have never seen the same GP twice."*
- *"I would like to be able to see the same doctor not a locum when I visit the practice"*
- *"Named GP for each patient.."*

Over 62% 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

### **Reasons for going to A&E and other services given included:**

*"I felt I needed emergency treatment"*

*"I couldn't get through on the phone to speak to my GP surgery"*

*"I couldn't get an appointment with my GP"*

*"My GP surgery was closed"*

*"The appointment I was offered was not soon enough"*

## **GP Hubs**

62% of patients who responded said they would be happy to have an appointment with GP/Nurse at Enfield Hubs if they could get an earlier appointment.

### **Addition comments included:**

*"Except this GP centre is one of the closest to me and I do not drive so would rely on public transport"*

*"What and where are these Enfield GP hubs? I have never heard of them".*

*"Just to get an appointment would be an improvement".*

*"Yes if only for mild condition, not long term"*

*"if it is routine but not if it a continuation or review of a long standing issue eg anaemia, diabetes, blood tests or medication reviews"*

*"prefer to see same Dr or nurse and location rather than going to new places"*

## **Reception**

There was some positive feedback, but 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 have always felt everyone at the surgery has always done their best to help me and for that I'm very grateful"*

*"Politeness, not being ignored when waiting at reception, accuracy when taking down details, clear information".*

*"Can speak with some privacy"*

*"When talking to or visiting the reception to book an appointment, I would like to be able to book an appointment, even if it is in a few weeks' time. My partner and I have tried about 10 times between us to book an appointment and have so far been unsuccessful".*

*"Having flexibility to manage appointments requests at the visit.*

*"No privacy when talking to the receptionist as it is open plan.*

*"At the moment it is very difficult to make an appointment the receptionists are not at all helpful"*

*"To have them listen to what you are saying NOT what they think you are saying while they are holding conversations with other members of staff".*

*"Good manners, politeness, discretion and a certain amount of empathy".*

*"It is very important to protect your privacy when talking to a receptionist and also the receptionist has to be easy to talk 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 some patients said they were not aware of the website or had not used it. They also said it would be useful to have details of the staff working in the practice on the website. Any news about the surgery and any meetings or services of interest. Patient also advised the complaints section was out of date and the e-mail does not work (bounce back)

Patients found the text messaging service very useful.

- 85% of patients felt ordering a repeat prescription online was very important
- 81% of patients felt booking an appointment online was very important
- 77% of patients felt viewing their medical records online was very important
- 62% of patients felt finding out information about the PPG from the surgery website was very important
- 77% of patients felt being able to provide feedback on the surgery website about services was very important

### Additional comments includes:

*"I don't value it at all at the moment. The surgery does not tend to upload any records to it - not even results of tests and rarely any prescriptions. I appear to have no medical history. The facility to book an appointment usually states to phone the surgery. On the rare occasion when there are bookable appointments online, it's great. I would really value more information on the website, especially test results, and 24-hour ability to book appointments online and order repeat prescriptions"*

*"Never really been able to navigate my way around it or it has not been up to date"*

*"There is never any appointment on there!"*

*"the website is out of date, very basic and not updated on a regular basis eg staff details"*

### Support to manage one's health

The vast majority of 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.

- 52% of patients who responded considered themselves or someone they care for to have a long term condition
- 29% 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 liked, patients said the blood testing service was important. When asked what other services they would like to be offered to patients; they reported they would like to see more support for mental health, well women's clinics; counselling services, sexual health services; routine screening for the elderly; ear syringing; weight loss management; asthma management; minor surgery services; district nurse and health visitors attending at the practice. Also more alternative therapies for example osteopaths.

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** – 14% of patients reported they had enough information about Enfield GP hubs or urgent care centres.

**Community Pharmacies** – 52% of patients reported they had enough information about community pharmacies and knew what services were available from community pharmacies.

**Patient online services** – 55% of the patients who responded felt they had enough information on patient online services.

**NHS 111** – 70% of patients said they had enough information about this service

Some patient reported they did not know about GP hubs, or they had found out about them from their local MP.

### **PPG and Patient Engagement**

Only 22% of patients knew about the PPG and how to get involved, whereas nearly 66% 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. Some patients has not heard of the PPG. Whilst another reported that the last well attended PPG was in in June 2015.



## 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.
- Patients will be able to get through on the phone and do not have to call back or wait for a long time.
- Patients will have an opportunity to give feedback about the service through their PPG

**ANNEX 1 (Statistics)**

<b>Practice Name:</b>	Ordnance Unity Centre for Health	<b>Practice Code:</b>	F85023	<b>List Size:</b>	9584 – As of April 2019
<b>CCG: Enfield</b>		<b>Responsible Commissioner: Enfield CCG</b>			
<b>Date Patient Consultation Commenced:</b> 23 April 2019		<b>Date patient Consultation Completed:</b> 29 May 2019			
<b>Date of Report: 10/6/19</b>		<b>Report Written By: NCL Primary Care Team</b>			

Written Communications					
Letter sent to:		Yes / No (If no, explain why)	Date sent (1)	Date sent (2)	Date sent (3)
Registered Patients		Yes	23/04/2019		
Practice Patient Participation Group		Yes	23/04/2019		
Incumbent Provider		Yes	22/02/2019	09/05/19	
Overview & Scrutiny Committee		Yes	27/02/2019		
Healthwatch		Yes	27/02/2019		
LMC		Yes	27/02/2019		
<b>MP (Name):</b>	Bambos Charalambous	Yes	27/02/2019		
	Kate Osamor	Yes	27/02/2019		
	Joan Ryan	Yes	27/02/2019		
<b>Councillors:</b> All Enfield borough Councillors were advised that that contract was being reprocured					
<b>Name:</b>	Huseyin Akpinar	Yes	27/02/19		
<b>Name:</b>	Mahmut Aksanoglu	Yes	27/02/19		
<b>Name:</b>	Maria Alexandrou	Yes	27/02/19		

<b>Name:</b>	Daniel Anderson	Yes	27/02/19		
<b>Name:</b>	Kate Anolue,	Yes	27/02/19		
<b>Name:</b>	Tolga Aramaz	Yes	27/02/19		
<b>Name:</b>	Guner Aydin	Yes	27/02/19		
<b>Name:</b>	Ian Barnes	Yes	27/02/19		
<b>Name:</b>	Dinah Barry	Yes	27/02/19		
<b>Name:</b>	Mahym Bedekova	Yes	27/02/19		
<b>Name:</b>	Chris Bond	Yes	27/02/19		
<b>Name:</b>	Sinan Boztas,	Yes	27/02/19		
<b>Name:</b>	Yasemin Brett	Yes	27/02/19		
<b>Name:</b>	Anne Brown	Yes	27/02/19		
<b>Name:</b>	Nesil Caliskan	Yes	27/02/19		
<b>Name:</b>	Alev Cazimoglu	Yes	27/02/19		
<b>Name:</b>	Mustafa Cetinkaya	Yes	27/02/19		
<b>Name:</b>	Katherine Chibah	Yes	27/02/19		
<b>Name:</b>	Will Coleshill	Yes	27/02/19		
<b>Name:</b>	Jon Daniels	Yes	27/02/19		
<b>Name:</b>	Lee David-Sanders	Yes	27/02/19		
<b>Name:</b>	Birsen Demirel	Yes	27/02/19		
<b>Name:</b>	Chris Dey	Yes	27/02/19		
<b>Name:</b>	Guney Dogan	Yes	27/02/19		
<b>Name:</b>	Elif Erbil	Yes	27/02/19		
<b>Name:</b>	Ergin Erbil	Yes	27/02/19		

<b>Name:</b>	Susan Erbil	Yes	27/02/19		
<b>Name:</b>	Ergun Eren	Yes	27/02/19		
<b>Name:</b>	Achilleas Georgiou	Yes	27/02/19		
<b>Name:</b>	Alessandro Georgiou	Yes	27/02/19		
<b>Name:</b>	Margaret Greer	Yes	27/02/19		
<b>Name:</b>	Charith Gunawardena	Yes	27/02/19		
<b>Name:</b>	Christine Hamilton	Yes	27/02/19		
<b>Name:</b>	Ahmet Hasan	Yes	27/02/19		
<b>Name:</b>	Elaine Hayward	Yes	27/02/19		
<b>Name:</b>	Stephanos Ioannou	Yes	27/02/19		
<b>Name:</b>	Rick Jewell	Yes	27/02/19		
<b>Name:</b>	Saray Karakus	Yes	27/02/19		
<b>Name:</b>	Nneka Keazor	Yes	27/02/19		
<b>Name:</b>	Joanne Laban	Yes	27/02/19		
<b>Name:</b>	Bernadette Lappage	Yes	27/02/19		
<b>Name:</b>	Tim Leaver	Yes	27/02/19		
<b>Name:</b>	Dino Lemonides	Yes	27/02/19		
<b>Name:</b>	Derek Levy	Yes	27/02/19		
<b>Name:</b>	Mary Maguire	Yes	27/02/19		
<b>Name:</b>	Andy Milne	Yes	27/02/19		
<b>Name:</b>	Gina Needs	Yes	27/02/19		
<b>Name:</b>	Terence Neville OBE JP	Yes	27/02/19		
<b>Name:</b>	Ayfer Orhan,	Yes	27/02/19		

<b>Name:</b>	Ahmet Oykener	Yes	27/02/19			
<b>Name:</b>	Sabri Ozaydin	Yes	27/02/19			
<b>Name:</b>	Vicki Pite	Yes	27/02/19			
<b>Name:</b>	Lindsay Rawlings	Yes	27/02/19			
<b>Name:</b>	Michael Rye OBE	Yes	27/02/19			
<b>Name:</b>	George Savva MBE	Yes	27/02/19			
<b>Name:</b>	Clare De Silva,	Yes	27/02/19			
<b>Name:</b>	Edward Smith	Yes	27/02/19			
<b>Name:</b>	Jim Steven	Yes	27/02/19			
<b>Name:</b>	Claire Stewart	Yes	27/02/19			
<b>Name:</b>	Doug Taylor	Yes	27/02/19			
<b>Name:</b>	Mahtab Uddin	Yes	27/02/19			
<b>Name:</b>	Glynis Vince	Yes	27/02/19			
<b>Name:</b>	Hass Yusuf	Yes	27/02/19			
<b>Name:</b>	Andy Ellis	Yes	27/02/19			
<b>Other (please state):</b> LPC	Yes		27/02/2019			
<b>Press Release Prepared?</b>		<b>No</b>				
<b>Yes / No</b>						
<b>Date sent:</b> N/A	<b>Name of publication:</b> N/A			<b>Date published:</b> N/A		
<b>Date sent:</b> N/A	<b>Name of publication:</b> N/A			<b>Date published:</b> N/A		
<b>Date sent:</b> N/A	<b>Name of publication:</b> N/A			<b>Date published:</b> N/A		
<b>Issues / Themes Arising from Written Communications</b>						<b>No./Source of Responses Highlighting this Point</b>
<b>Issue:</b>	Healthwatch advised they had received a letter from a patient in which they were concerned that the practice may					1

	close. Healthwatch was provided with assurances that the practice would not be closing. Patient would be able to attend a patient event and complete a patient survey.	
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Meetings				
	Date	Time	Venue	No. of Attendees
<b>Patient Engagement 1</b>	3/05/19	15.15 – 16.15	Albany Leisure Centre, 505 Hertford Rd, Enfield EN3 5XH	10
<b>Patient Engagement 2</b>	10/05/19	15:15 – 16:15	Albany Leisure Centre, 505 Hertford Rd, Enfield EN3 5XH	9
<b>Issues and themes arising from patient engagement meetings</b>				<b>No./Source of Responses Highlighting this Point</b>
<b>Issue:</b>	Unable to get through on the phone, frequently the service states that patients have dialled the wrong number. Long wait on the telephone before being answered, could hold on for 30 minutes or more			All
<b>Issue:</b>	Long wait for GP appointments			All
<b>Issue:</b>	You cannot book an appointment in advance			All
<b>Issue:</b>	There is no continuity of GPs in the practice			All
<b>Issue:</b>	Patients are asked to call back to book an appointment			2
<b>Issue:</b>	Referrals are not following up in a timely fashion, patients have to call through to confirm referrals have gone through			2
<b>Issue:</b>	Systems are not in place			1
<b>Issue:</b>	The main reception area can get untidy, mainly by patients, but is not regularly cleaned during surgery hours; we as patients have had to buy toilet paper for the surgery			2
<b>Issue:</b>	No well woman clinic available			1
<b>Issue:</b>	No information is provided on what services are being provided, for example access hubs			1
<b>Issue:</b>	No call / recall is evident; have not been called for annual medication review			2
<b>Issue:</b>	Staff require further training			1

<b>Patient Survey</b>
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<b>Date Online Survey launched:</b> 1/03/2019		<b>Date Online Survey closed:</b> 29/05/2019				<b>No. of Responses:</b> 27		
<b>Date Paper Survey launched:</b> 3/05/2019		<b>Date Paper Survey closed:</b> 29/05/2019				<b>No. of Responses:</b> 0		
<b>Translations of Paper Survey requested: (tick all applicable)</b>	<b>Tamil</b>	0	<b>Somali</b>	0	<b>Urdu</b>	0	<b>Bengali</b>	0
	<b>Other (please specify):</b>				0			
	<b>Issues / Themes Arising from Patient Surveys</b>						<b>No. of Responses Highlighting this Point</b>	
<b>Telephone system</b>	Unable to get through on the phone, frequently the service states that patients have dialled the wrong number. Long wait on the telephone before being answered, could hold on for 30 minutes or more						5	
<b>Appointments</b>	Long wait for GP appointments, You cannot book an appointment in advance or patients are asked to call back for an appointment						20	
<b>Patient Experience</b>	Patients saw different doctors each time, there was a high turnover of GPs, There is no continuity of GPs in the practice						5	
<b>Reception</b>	There is no privacy around the reception area; Reception staff need training. Reception staff can be unhelpful; practice manager is not visible						3	
<b>Other Services</b>	There were a significant number of patients who did not know about access hubs						23	
<b>PPG</b>	Many patients were not aware of the PPG and what the PPG does and how patients could get involved.						21	
<b>Services</b>	Patients would value the following services: Blood testing, Well woman clinic; more mental health support; counselling services; routine screening for the elderly, Asthma management; minor surgery, blood testing, district nursing and health visiting services							