

**APMS Procurement
Patient and Public Engagement Report
Bursted Wood Surgery**



NHS England London Region
and
Bexley Clinical Commissioning
Group

6th 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 Bexley CCG for the future procurement of Burstled Wood Surgery, and to outline how this feedback will affect the plans.

Background

Bexley CCG working in partnership with the South East London Primary Care Team undertook a series of engagement activities with patients registered at Burstled Wood Surgery during the month of March 2019. The practice is being procured as the current contract has come to a natural end. The current Provider has been in place since 2012 on a 5 year APMS contract with an option to extend for a further 2 years. This is a time-limited contract whereas all other Bexley practices have a contract that is not time-limited and hence do not go through a competitive tendering process.

Burstled Wood Surgery is located in the London Borough of Bexley and has a registered patient list of 5,325 (April 2019) which has been growing steadily over the last 3 years. The surgery has a fairly mixed patient demographic being in an area where there are lots of family homes and it is only 0.3 miles from Barnehurst train station with direct links to central London. The current surgery is located in a suburban setting, adjacent to woodlands, down a quiet road and is adjacent to the former CCG headquarters.

Burstled Wood Surgery was last inspected by the Care Quality Commission (CQC) in September 2016 and was rated "Good" in all areas. The practice consistently receives positive patient feedback and in the last GP patient survey (2018) scored highly for good overall experience, experience of making an appointment, and ease of getting through on the phone. For the friends and family test, over the last year 96% of patients would recommend the practice, making it one of the higher ranking practices in Bexley.

This latest engagement sought to receive input and views from patients to inform the tendering process. This report summarises all the activities completed and key findings which providers bidding for the service will be required to respond to.

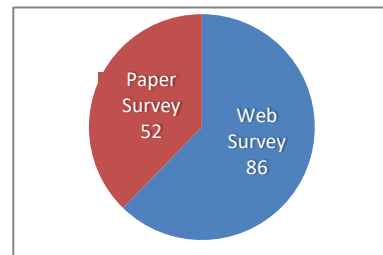
How We Collected Your Views

At the start of the engagement process a letter was sent out to all key stakeholders including providers, the federation, local councillors and MPs, practices and CQC. All registered patients over the age of 16 were also sent a letter on 1st March. The patient letter was also sent out in Easy read to patients with a learning disability. This letter described the need to procure a new contract, provide reassurance that there will be no change to services at the practice and invited attendance at two patient engagement events or to provide feedback through completing an online or hard copy survey.

Two patient engagement events took place at the surgery on Tuesday 12th March, 6.30pm-7.30pm with 17 patients attending and Tuesday 19th March, 12-1pm with 19 patients in attendance.

An online survey was developed from national guidance and adapted for local use. The online survey went live on 1st March and closed on 28th March 2019. In total, 86 responses were recorded online. The survey was also available in hard copy at the practice and during the patient engagement events and a total of 52 surveys were collected, bringing the total number of surveys completed to 138.

- Total survey responses: 138
 - Web surveys: 86 (62.32%)
 - Paper surveys: 52 (37.68%)



Conversations with the Patient Participation group (PPG) also took place during this timeframe and the Chair of the PPG supported the patient engagement events.

What You Told Us

Opening Hours: The majority of patients (91%) are satisfied with the opening hours of the practice. Patients particularly value the “sit and wait” service that is provided daily by the practice. Additional comments relate to having extended evening and Saturday opening at the practice, as patients would prefer to be seen at their local surgery rather than booking an appointment at the GP hub.

GP Hubs: Just under half of the respondents (49%) said they would be happy to book an appointment at the GP hub whereas 51% said “No”. Participants said they are happy to use the GP hub if their complaint is urgent, but they would rather see their own GP for continuity of care. Convenience, in terms of access and parking, is also important when choosing which service to use.

Appointment system: Being able to book an appointment the first time that a patient speaks to the receptionist was of particular importance to respondents, as patients prefer to receive immediate confirmation without having to wait for a call back. 92% of patients said that being able to book an appointment at short notice (same or next day) is also important to them, compared to 78% who said they would like to book several weeks ahead. Patients appear to opt for the “sit and wait” service when they cannot

obtain an appointment within an acceptable time frame, thus making the “sit and wait” service very busy. The majority of patients would also like to be seen on time and many of the comments related to appointments being delayed and running over.

Choice of practitioner: The majority (71%) stated that it is important to be able to see the same doctor for routine appointments, whereas just over half (54%) said it was important to be able to request either a male or female GP. Around one third of respondents said the option of having a video appointment with their GP or nurse was important.

Out of hours services/urgent care: Just under half of the respondents (47%) stated they had accessed A&E, Urgent Care or NHS111 rather than trying to see a GP, compared to 52% who said they had not. The primary reasons were due to the surgery being closed or the patient felt they needed emergency treatment.

Reception services: The overwhelming majority of respondents stated that having friendly, polite, helpful and professional receptionists are the most important aspects when dealing with reception. Many respondents commented on the good service that was already in place. Getting through on the telephone is also important, along with having conversations in private and without other patients overhearing.

Self-care: The majority of respondents (92%) stated that they had enough information and support to manage common ailments without the need to visit a GP. Respondents stated they either consult a pharmacist or the NHS website before visiting their GP for advice.

Long term conditions (LTC): 59% of respondents consider themselves to have a LTC with 81% stating they have enough information and support to manage it. Some patients have complex care, which may require specialist treatment, thus not relying on their GP for support. None of the 111 respondents who said “No” to being able to manage recorded a particular reason as to why they did not manage, although some said they could manage now but possibly not in future.

NHS Services: The extent to which respondents had enough information about NHS services varied widely. Percentages in brackets relates to number of respondents who answered “Yes” to this question: NHS111 (77%) Urgent Care Centres (65%) Community Pharmacists (63%) Repeat Prescriptions online (57%) Booking appointments online (53%) Patient online services (49%) GP extended access hubs (46%) eConsult (13%)

Some respondents stated they do not have a computer or lack access to the Internet, thus not being able to use online services. Comments also related to not being informed that services exist, especially as an alternative to GP appointments.

Additional services at the practice: Around one third of respondents (37%) stated that there are additional services at the practice that they value. One quarter answered “No” to this question. Comments related to the asthma, warfarin and flu clinic, “sit and wait” service, practice nurse and nurse practitioner and diabetic care. The question relating to what additional services patients would like at the practice attracted 49 comments with 22 of these relating to having blood tests done at the practice. Additional suggestions relate to minor surgery e.g. skin problems and health visitors.

PPG: The majority (60%) of respondents said they know about the PPG and how they can get involved and 85% of these said it was important that the practice involves the PPG in decisions. Whilst patient feedback is recognised as important, some respondents questioned to what extent the PPG is able to influence decisions.

Surgery website: Being able to order a repeat prescription is the most important aspect

of the practice website, followed by booking an appointment, viewing your medical record; providing feedback about services and finding out about the PPG. The majority of respondents said that the website was easy to navigate and user friendly, although some said they found it difficult to use. However, many respondents said they had not accessed it because they did not have a computer or internet access, whilst some preferred a personalised service by talking to people. Some commented on the limited information available when viewing their medical records. In response to what information patients would like to see on the website, comments related to: staff changes and information about GPs, quicker confirmation of appointments, more user friendly and more in-depth medical records.

Text message: The majority of patients (68%) receive text messages from the practice with an overwhelming majority stating that texts are helpful reminders of appointments. Of those who do not currently receive text messages, the majority did not want to use this service, whereas a small number said they would like to and hadn't been aware.

Disability: The majority of respondents (88%) do not consider themselves to have a disability nor a caring role for someone with a disability. Of the 12% who answered "Yes" to this question, comments varied widely from having sufficient help from the practice to manage, whereas others called for more patience and understanding for certain conditions e.g. autism, especially with noise level and having to wait for appointments.

Interpreter: None of the respondents stated that they have a need or support someone with a need for an interpreter, with only three people stating that they or someone they care for has difficulty speaking, reading or understanding English. One comment was recorded which related to increasing the use of technology available on mobile phone/apps for translation.

Additional suggestions: The majority of comments recorded in this section relate to keeping the service and offering it as it is, as respondents are overwhelmingly satisfied with the care and treatment provided by the practice. This includes all staff areas from reception, practice manager, nurses and doctors. Continuity of care and consistency of staff (particularly permanent GPs) is important to patients. Patients also value the "sit and wait" service that is currently on offer and would like that to continue. Keeping services local, for example the anticoagulant clinic, is important. Patient satisfaction is high with many stating it is a very well-run practice.

What We Will Do With This Information

Commissioners have used the responses from the survey and patient engagement activities to inform the development of the questions asked of bidders in the Invitation To Tender (ITT). In particular, questions around workforce continuity, access and patient engagement will form part of the questions presented, which are all key themes from the survey results.

The evaluation of the bids will also take account of how prospective bidders have addressed the areas that matter most to patients as described in this report. Bidders will be required to take into account the wants and needs of patients when planning services and developing their intentions for the future operation of the practice. Only bidders who take into account patient feedback will be in a position to be awarded top marks.

ANNEX 1 (Statistics)

Practice Name:	Bursted Wood Surgery	Practice Code:	G83046	List Size:	5,325
CCG: NHS Bexley CCG			Responsible Commissioner: Nisha Wheeler, Director of Primary Care, ICT &IG		
Date Consultation Commenced: 1st March 2019			Date Consultation Completed: 28th March 2019		
Date of Report: 7th June 2019			Report Written By: Lotta Hackett, Head of Patient Engagement and Sarah Birch, Head of Primary Care		

Written Communications					
Letter sent to:	Yes / No (If no, explain why)	Date sent (1)		Date sent (2)	Date sent (3)
Registered Patients	Yes	28 th February 2019			
Practice Patient Participation Group	Yes	1 st March 2019			
Incumbent Provider	Yes	13 th February 2019			
Overview & Scrutiny Committee	Yes	1 st March 2019			
Healthwatch	Yes	1 st March 2019			
LMC	Yes	1 st March 2019			
MP (Name):	David Evennett, James Brokenshire, Teresa Pearce	Yes		1 st March 2019	
Councillors:					
Name:	Brian Bishop	Yes		1 st March 2019	

Name:	Howard Jackson	Yes	1 st March 2019			
Name:	Teresa O'Neill	Yes	1 st March 2019			
Other (please state):						
Press Release Prepared?	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:	No responses received in response to stakeholder letter	
Issue:		
Issue:		
Issue:		
Issue:		

Meetings				
	Date	Time	Venue	No. of Attendees
Practice Briefing				
Patient Engagement 1	12 March	18.30 to 19.30	Bursted Wood Surgery	17
Patient Engagement 2	19 March	12.00 to 13.00	Bursted Wood Surgery	19
Other (please state):	PPG	N/A	Calls and e-mails with Chairperson of PPG	1

Issues / Themes Arising from Meetings		No./Source of Responses Highlighting this Point
Issue:	Patients value continuity of care (permanent doctors)	All
Issue:	Patients value "sit and wait" service	Majority
Issue:	The practice is well run	Majority
Issue:	Patients worry the procurement is a cost-saving exercise	Some
Issue:	Keen to understand how the new provider will attract and retain permanent GPs	Majority
Issue:	Appreciation and complimentary of current staff and a desire to seem them retained	Majority
Issue:		
Patient Survey		
Date Online Survey launched: 1 st March 2019	Date Online Survey closed: 28 th March 2019	No. of Responses: 86
Date Paper Survey launched: 1 st March 2019	Date Paper Survey closed: 28 th March 2019	No. of Responses: 52
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:	Practice is well-run and patients do not want it to decline/change	54
Issue:	Continuity of care: want to see more permanent doctors and staff	49
Issue:	"Sit and wait" service is valued by patients	28
Issue:	Appreciate extended opening hours for those who work	24
Issue:	All staff are friendly, helpful, kind, responsive and professional	94 N.B This question (Q8) was free text only, hence the large no of responses

Issue:	Desire to see additional services such as blood tests at surgery	22
Issue:		
Issue:		