

**APMS Procurement  
Patient and Public Engagement Report  
Cator Medical Centre**



NHS England London Region  
and  
Bromley Clinical  
Commissioning Group

12<sup>th</sup> 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 Bromley CCG for the future of Cator Medical Centre, and to outline how this feedback will affect the plans.

## Background

There are currently 10,866 patients registered with Cator Medical Centre.

The practice is located in Beckenham Beacon, 379 Croydon Road, BR3 3QL and co-located with another GP practice, Urgent Care Centre and other community services.

The original contract was awarded by Bromley Primary Care Trust to Kelsey Healthcare Ltd on 1st October 2009, in respect of Primary Medical Care services delivered at Cator Medical Centre for a 5-year period with an option to extend for a further 5 years.

Following negotiations, NHS England and Kelsey Healthcare Ltd agreed to extend the contract for the second 5-year term of the original contract. The extension started from 1 December 2014 and is due to end 31<sup>st</sup> December 2019 with no further option for extension.

The extended contract was on the basis of a reduction in opening hours from 8am until 7.30pm Mon to Thursday and 8am until 6.30pm on Friday, plus 4 hours of opening on Saturday 9am till 1 pm, in recognition that the former walk-in service, which enabled 8am to 8pm access would cease as a component of the contract.

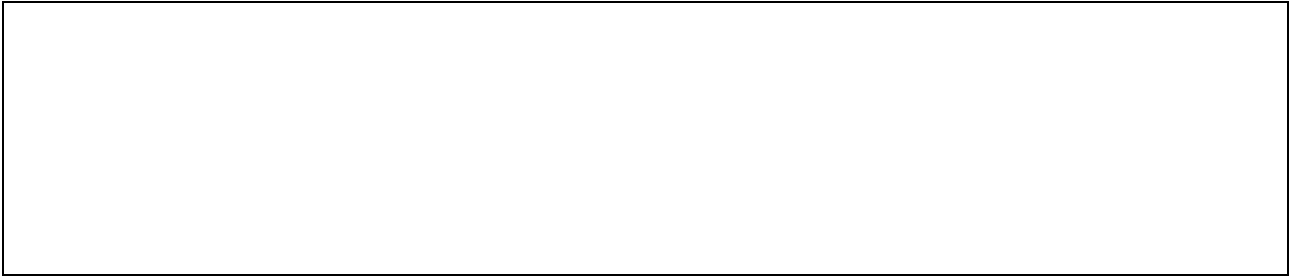
On 14th March 2019, Bromley Primary Care Commissioning Committee approved re-procurement of the Cator Medical Centre contract, commencing 1st January 2020. It is proposed that the contracted opening hours will reduce further from the start of the new contract in January 2020 to remove duplication following the introduction of 'hub' services open to all Bromley patients from the Beckenham Beacon building. The new contracted opening hours will be 8am to 6.30pm, Monday to Friday. This will bring Cator Medical Centre's practice opening hours into line with Bromley's other GP practices, whilst still enabling patients to make appointments with health professionals at evenings and weekends at the hub in the same building.

## How We Collected Your Views

The CCG sent all registered patients (aged over 18) a letter on 22<sup>nd</sup> March explaining Bromley CCG's commissioning intentions and the reasons for them. Patients were invited to give their views and feedback on the current GP provider and the plans. Paper and online surveys were open to all registered patients from 22<sup>nd</sup> March until 12<sup>th</sup> April. The breakdown of responses was:

- Paper: 8 surveys completed
- Online: 116 surveys completed

The letter invited patients along to attend one of two planned patient events, one on the evening of 4<sup>th</sup> April and then another on the afternoon of 5<sup>th</sup> April. Across both these events a total number of 15 patients attended.



### What You Told Us

- Patients do not want current opening times and days to change. They like the late opening hours and Saturday morning clinic. However some patients are not aware of current opening hours e.g. Saturday morning and before work hours.
- Reception staff are always helpful and polite was a common theme, advising that staff are caring and compassionate and always go the extra mile to help patients where they can. The GP's were also heavily complimented on having a caring and compassionate manner and go above and beyond to meet the needs of their patients.
- Some patients were concerned that there is no 'private space' to speak to reception staff.
- Patients were very clear to say other hub locations outside of Beckenham are too far to travel but they would be happy to use a hub appointment for an urgent or emergency issue. There was generally a lack of understanding amongst respondents about hub GPs having access to medical records and confusion about what the hubs actually are i.e. 8am - 8pm extended GP hours. Many patients were unable to differentiate between a walk-in centre, urgent care, and the GP access hubs.
- Great current appointment provision for on-the-day access and working population.

### What We Will Do With This Information

The CCG needs to promote GP access hubs and provide more patient awareness on the service. In particular, working with the practice to advise patients that they will still be able to access appointments at the same times (later evening and Saturday morning appointments in this instance) and in the same premises (Beckenham Beacon), but that at certain times those appointments will be provided as part of the Bromley extended hours service rather than specifically by Cator Medical Centre.

Bromley CCG strives to be improving primary care services across the borough. Patient feedback is crucial to this. Therefore it is important that bidders take this into account when submitting their bids.

**ANNEX 1 (Statistics)**

<b>Practice Name:</b>	Cator Medical Centre	<b>Practice Code:</b>	Y02811	<b>List Size:</b>	10,866 (R) 9233 (W)
<b>CCG: Bromley</b>			<b>Responsible Commissioner: Jess Seal</b>		
<b>Date Consultation Commenced: Monday 22<sup>nd</sup> March 2019</b>			<b>Date Consultation Completed: Tuesday 12<sup>th</sup> April 2019</b>		
<b>Date of Report: 4<sup>th</sup> June 2019</b>			<b>Report Written By: Jess Seal</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	22/03/19				
<b>Practice Patient Participation Group</b>	Yes	? practice sent directly				
<b>Incumbent Provider</b>	Yes	15/03/19				
<b>Overview &amp; Scrutiny Committee</b>	Yes	14/03/19				
<b>Healthwatch</b>	Yes	29/05/19				
<b>LMC</b>	Yes	29/05/19				
<b>MP (Name):</b>						
<b>Councillors:</b>						
<b>Name:</b>	All Councillors of Kelsey and Eden Park, Copers Cope, Clock House and Penge and Cator wards,	Yes		29/05/19		

	London Borough of Bromley: (12 in total)					
<b>Name:</b>						
<b>Name:</b>						
<b>Other (please state):</b>						
<b>Press Release Prepared? Yes / No</b>		<b>None planned</b>				
<b>Date sent:</b>	<b>Name of publication:</b>			<b>Date published:</b>		
<b>Date sent:</b>	<b>Name of publication:</b>			<b>Date published:</b>		
<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>		
<b>Issue:</b>		

<b>Meetings</b>				
	<b>Date</b>	<b>Time</b>	<b>Venue</b>	<b>No. of Attendees</b>
<b>Practice Briefing</b>	06/03/19	12.30pm – 1.30pm	Cator Medical Centre	5
<b>Patient Engagement 1</b>	04/04/19	6.30pm – 7.30pm	Beckenham Beacon	5
<b>Patient Engagement 2</b>	05/04/19	12.30 pm – 1.30pm	Beckenham Beacon	10
<b>Patient Engagement 3</b>				
<b>Other (please state):</b>				

Issues / Themes Arising from Meetings							No./Source of Responses Highlighting this Point		
<b>Issue:</b>	Do not like the thought of new providers taking over this contract as currently happy with current provider and that this re-procurement is a 'waste of NHS money'						15		
<b>Issue:</b>	What is being done to stop DNA's						5		
<b>Issue:</b>	Being able to get blood tests at the practice						5		
<b>Issue:</b>	Compassionate and caring nature of the GPs						5		
<b>Issue:</b>									
<b>Patient Survey</b>									
<b>Date Online Survey launched:</b> 22 <sup>nd</sup> March 2019			<b>Date Online Survey closed:</b> 12 <sup>th</sup> April 2019				<b>No. of Responses:</b> 116		
<b>Date Paper Survey launched:</b> 22 <sup>nd</sup> March 2019			<b>Date Paper Survey closed:</b> 12 <sup>th</sup> April 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>Issue:</b>	Online booking of appointments and ordering repeat prescriptions online						66		
<b>Issue:</b>	Being able to book an appointment the first time that you speak to the receptionist, without having to call back						93		
<b>Issue:</b>	Being able to book an appointment at short notice (i.e. the same or next day)						93		
<b>Issue:</b>	Do not know the practice has a PPG or what they do						91		
<b>Issue:</b>	They like the fact the practice text them appointment reminders						92		
<b>Issue:</b>									
<b>Issue:</b>									