

**APMS Procurement
Patient and Public Engagement Report
Earls Court Health and Wellbeing
Centre**



NHS England London Region
and
West London 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 West London CCG for the future of GP services at Earls Court Health and Wellbeing Centre, and to outline how this feedback will affect the plans.

Background

GP Services at Earls Court Health and Wellbeing Centre (ECHWC) are currently provided by Greenbrook Healthcare. The contract with Greenbrook Healthcare was commissioned in December 2011, initially for 5 years with provision to extend. The contract has been extended twice, first in 2016 for a period of 2 years (until December 2018) and subsequently until 31st March 2020 to allow commissioners to consult with patients and other stakeholders on the future of the practice and to enable a procurement to take place.

West London CCG invited feedback from patients and stakeholders to make sure that their views were taken into account in deciding how GP services are provided to patients registered at Earls Court Health and Wellbeing Centre after the current contract ends on 31st March 2020.

The recent patient engagement has been solely regarding the GP services contract which will come to an end on 31st March 2020.

Following the completion of the engagement exercise in March 2019, West London CCG Primary Care Committee decided to appoint a new provider to ensure that GP services for registered patients can continue to be delivered at the current location uninterrupted.

The appointment of a new provider will be through a competitive tendering process.

How We Collected Your Views

We undertook a 4 weeks period of engagement in March 2019 with patients and other stakeholders on the proposed options for Earls Court Health and Wellbeing Centre registered GP services. Patients and stakeholders were encouraged to express their views on whether to re-procure or disperse the patient list. They were also invited to express any concerns they may have and to make suggestions for changes or improvements should the GP service be re-procured.

Patients were asked to give their feedback on the services they receive, what they value from the services and what they would want improved. Patients and stakeholders were able to contribute their views in the following ways:

1. Completion of an online questionnaire.
2. Completion of a paper version of the above questionnaire at the GP surgery.
3. Attend information sessions at the surgery.

What You Told Us

During the engagement period we received a total of 418 feedback slips on the option to disperse or procure the patient list. 33 online surveys and 14 paper surveys were also received.

95% of patients who participated chose the option to procure a new GP service at the same location, with only 3% of patients opting for dispersal of the patient list.

In addition, patients were asked to complete a survey on what they value about the current GP service and what they would like to see improved if a new provider is appointed. A total of 47 surveys were completed. Below is a summary of issues and themes arising from the patient engagement exercise:

- A significant number of patients who completed the survey want the CCG to find a new provider to continue the service.
- Many patients expressed that they would like longer opening hours especially after 6.30pm. Some of the comments on the proposed opening hours included;
 - *“It is better if the opening times can be from 7:00am and closing time is 7:00pm. I also suggest the booking appointment could be shorter in terms of waiting time”.*
 - *“I was disappointed when evening appointments were reduced to only one day a week”.*
 - *“The surgery should open later than 6.30pm as many people travel from work and living in London distances are not short.”*

In order of highest ranking, the following requirements for future providers were scored as the most important:

- Being able to book an appointment the first time that you speak to the receptionist, without having to call back - 94 % of respondents rated as very important/ important
- Being able to book an appointment online - 91 % of respondents rated as very important/ important
- Being able to book an appointment at short notice (91%) and being seen on time once an appointment has been made (88%) were also deemed important or very important
- 85 % of respondents said the proposed opening hours, including alternative access arrangements, meet their needs.
- 65% of respondents said they would not be happy to have an appointment with a GP or Nurse in the local hub as an alternative to being seen in their own practice, if it meant they could be seen sooner. The overwhelming reason given for this was the locations of the hub services which were not deemed to be convenient for patients of Earls Court Health and Wellbeing Centre

Furthermore, the survey captured the following responses from patients:

- 65% said they went to an Accident & Emergency department or a walk-in centre, or called NHS 111 rather than trying to see a GP for the following reasons:

- 10% said the appointment I was offered was not soon enough
- 8% said I couldn't get an appointment with my GP
- 5% said My GP surgery was closed
- 35% said I felt I needed emergency treatment
- When asked whether they had enough information about the different NHS services available to them, two thirds of respondents said that they didn't have enough information about GP hubs. Understanding of community pharmacy and patient online services was higher than for GP hubs but in each case those that didn't feel they had sufficient information outnumbered those that did. However, 52% of respondents did feel that they had enough information about both 111 services and walk-in centres.
- 48% rated good staff approach and staff efficiency as important when talking to or visiting the GP practice reception
- 89% of respondents said they have received a text from the practice. Of these, 55% said they find it very useful and 36% said appointment reminders are great
- 70% of respondents thought it was either important or very important that the practice involves patients and the PPG in appropriate and relevant decisions about services and standards at the surgery, yet 73% of respondents didn't know what the current PPG does or how to get involved.
- The practice website was praised for being easy to navigate and having plenty of information, although at times not enabling patients to book the appointments they wanted. 100% of patients that completed the online version of the survey said that being able to book appointments online was either important or very important to them. Most also valued the ability to order repeat prescriptions (88%), provide feedback to the practice (79%), and view their patient record (76%).

In general, the feedback from patients shows that they appreciate the current service, describing it as a "great surgery", giving it a "5 star rating" and the "current doctors are amazing". There does appear to be a lack of understanding, though, that the various services run from the building are run by different providers, with many patients saying how much they appreciate the dental and walk-in services.

There also appear to be contradictions in what patients are telling us about access. The vast majority of patients confirmed that the proposed opening hours would meet their needs, yet this is at odds with comments received about more appointments being needed in the early mornings, evenings and weekends, and with comments about the location of hub services. It's uncertain, therefore whether the patients that commented on the suitability of the proposed opening hours were referring to existing hours rather than proposed hours, and whether the walk-in service currently run from the same premises formed part of their perception in regard to this. More work will need to be undertaken by commissioners and providers to inform and empower patients regarding access to appointments.

One patient summed up the general appreciation of the practice: "The Wellbeing Centre is the best GP, dental and reception service I've had in years"; whilst another noted "I hope and trust the new provider will maintain the high quality of service, helpful and always nice staff, and the clean welcoming environment of the Earl Court's Centre"

What We Will Do With This Information

We have listened to what patients told us about wanting to retain a GP service at Earls Court Health and Wellbeing Centre and are therefore in the process of re-procuring the contract to start when the current contract expires.

Feedback will be shared with bidders in order that they take into account patient wants and needs when planning services 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.

ANNEX 1 (Statistics)

Practice Name:	Earls Court Health and Wellbeing Centre	Practice Code:	Y03441	List Size:	5929
CCG: West London		Responsible Commissioner: Nick Sodhi			
Date Consultation Commenced: 1 st March 2019		Date Consultation Completed: 28 th March 2019			
Date of Report: June 2019		Report Written By: Atilade Adeoye			

Written Communications			
Letter sent to:		Yes / No (If no, explain why)	Date sent (1)
Registered Patients		Yes	27-02-19
Practice Patient Participation Group		Yes	27-02-19
Incumbent Provider		Yes	27-02-19
Overview & Scrutiny Committee		Yes	27-02-19
Healthwatch		Yes	27-02-19
LMC		Yes	27-02-19
MP:	Emma Dent Coad	Yes	27-02-19
Councillors:			
Name:	Cllr Linda Wade	Yes	27-02-19
Name:	Cllr Robert Freeman	Yes	27-02-19
Name:	Cllr Malcolm Spalding	Yes	27-02-19
Other (please state):			
Press Release Prepared?	No		
Yes / No			
Issues / Themes Arising from Written Communications			No./Source of Responses Highlighting this Point
Issue:	Preference to retain a GP facility at ECHWC		397

Meetings									
	Date	Time	Venue				No. of Attendees		
Patient Engagement 1	20-03-19	3pm to 7pm	Earls Court Health and Wellbeing Centre				8 patients		
Patient Engagement 2	22-03-19	10am to 1pm	Earls Court Health and Wellbeing Centre				17 patients		
Issues / Themes Arising from Meetings							No./Source of Responses Highlighting this Point		
Issue:	Concerns about the practice closing as a result of the current provider terminating their contract						25		
Patient Survey									
Date Online Survey launched:		Date Online Survey closed:				No. of Responses:			
25-02-19		28-03-19				33			
Date Paper Survey launched:		Date Paper Survey closed:				No. of Responses:			
27-02-19		28-03-19				14			
Translations of Paper Survey requested: (tick all applicable)	Tamil		Somali		Urdu		Bengali		
	Other (please specify):								
Issues / Themes Arising from Patient Survey									
Issue:	Concerns about the practice closing as a result of the current provider terminating their contract								
Issue:	Access to early morning, evening and weekend appointments								
Issue:	Appreciation of current GP service and provider								
Issue:	Location of hub services								