

Update to Nottinghamshire County Council on the Westwood Primary Care Centre – Bassetlaw patient engagement exercise in advance of the procurement of the service

Introduction

This paper serves to update the Overview and Scrutiny Committee since the meeting on 21 September 2015 regarding the patient engagement exercise relating to Westwood Primary Care Centre, Bassetlaw.

Update

The tender process for the Westwood Primary Care Centre GP practice, (i.e. a GP practice operating from 8.00 – 6.30pm, Monday to Friday) is under way and the preferred bidder will be known by the end of January 2016.

The report attached as Appendix A details the public communication exercise undertaken in September 2015 prior to the tender being issued. This Appendix was also issued as part of the tender documentation. The purpose of the engagement exercise was to gather views on what the service specification for the practice should include. Questionnaires were sent to all patients aged over 16 registered with the practice, as well as questionnaires being made available via Healthwatch and neighbouring practices to unregistered patients

The specific issues raised at the September 2015 meeting were as follows:

- i) The need to engage specifically with Bassetlaw councillors
NHS England and the CCG attended the Bassetlaw Overview and Scrutiny Committee on 3 November 2015 and a subsequent meeting with the Worksop councillors was held on 1 December 2015. Details of this are outlined below.
- ii) Issues with out of hours service as appointments are not always available
The CCG is working with its urgent care providers to develop its urgent care strategy. Part of this is ensuring that patients are aware of the services that are available, that they use the right services at the right time and are clear how to access them thus reducing the pressure on out of hours and accident and emergency services.
- iii) The OSC needs to be assured that the engagement exercise has been carried out effectively and in the best interests of Bassetlaw patients.
This report serves to update members on the work undertaken to date.
- iv) Transport between Manton and Bassetlaw Hospital
Patient transport is provided by the out of hours service for those patients who cannot get to Bassetlaw Hospital where the out of hours service is provided. The criteria for the use of the service will be requested.
- v) Focus on prevention and health promotion
There is a focus on health promotion and prevention in the service specification which includes meeting the key public health challenges faced by the local population, addressing lifestyle issues that underlie the long term conditions which are prevalent locally. The provider is asked to be proactive in screening and managing patients at risk with a focus on elderly people and people who are hard to reach or more vulnerable.

Bassetlaw Overview and Scrutiny Committee

Bassetlaw Town Council Overview and Scrutiny Committee meeting was held on 3 November 2015 and a follow up meeting held with Worksop councillors on the recommendations made. The recommendations that came from the meeting were that:

- There should be further consultation with unregistered patients particularly those using Westwood surgery at evenings and weekends and those patients currently registered with the other Worksop practices who also use Westwood.

The CCG is working with local councillors on the best way to communicate with this group of patients including the possibility of providing limited options rather than an open ended questionnaire

- Further analysis of data at Westwood to determine demand for appointments outside of the core opening hours

Further data has been obtained and is being analysed

- Walk-in appointments during evenings and weekends to be retained as part of the new contract.

Discussions will be held with the provider about the management of on the day appointments and about the provision of extended hours.

John Mann MP

John Mann, MP held a public meeting on 31 October 2015 to discuss Westwood Primary Care Centre. The main concerns raised at the meeting appear to have been:

- That the practice would relocate

It has been confirmed with the MP that the tender is for a practice to run from the current Westwood site

- That the opening hours would change

The opening hours for a GP practice are 8.00 – 6.30pm however there is an expectation that the provider will provide extended opening hours in line with the outcome of patient consultation

- That there may be a new provider

The preferred bidder will be the respondent who answers the questions effectively and meets the quality criteria to the highest level this may or may not be the current provider. TUPE will apply to staff who work at the practice despite any potential change in provider

A letter was also circulated to local residents and it appears that the questionnaire used to gain views in relation to the tender was circulated. This led to a further 213 questionnaires being returned to the practice. As these were not received until December 2015, the analysis of these has not been included in the attached report.

Decision

Members of the Overview and Scrutiny Committee are asked to consider this update report and conclude whether this engagement exercise has been carried out effectively and in the best interests of Bassetlaw patients.

Contract due to end on the 31st March 2016 of Danum Medical Services Ltd at Westwood 8-8 Primary Care Centre, Westwood, Pelham Street, Worksop – consultation to inform the service specification for the tender documents

Outcome of public consultation/communication exercise.

1. Introduction and background

The following report details the public consultation/communication exercise which was undertaken by NHS England and the practice between 1st September 2015 and 30th September 2015. The public consultation/communication exercise examined the thoughts of patients and stakeholders.

The consultation/communication exercise was prompted by the fact that the APMS contract currently held by Danum Medical Services Limited is due to end on 31 March 2016 and there are no further extension periods available in the contract. A procurement exercise is therefore to be undertaken for a provider to continue the GP practice element of the contract from the current Health Centre site in Manton.

2. Preparation to consult

The proposed reprocurement is considered a change in services as the opening hours to the surgery will change and be accessible only by patients registered with the practice. It therefore impacts on the patients currently accessing services at the Westwood Primary Care Centre who are registered with Westwood or who are registered with another practice. It is for this reason and as required under Section 242 (1B) of the NHS Act 2006 - A duty to consult the public; NHS England, the CCG and the practice has a statutory duty to consult patients where decisions to be made affect the operation of services. It was agreed to undertake an engagement / communication exercise to inform the service specification which forms part of the contract documentation within the tender documents. An engagement plan was agreed with the practice and the communication team at NHS England and was signed off by the Joint Commissioning Committee of Bassetlaw CCG and NHS England under the co-commissioning arrangements. A meeting was also held with the Westwood Patient Participation Group in early August to gauge their views on the changes. The patients present felt that the procurement would provide clarity of purpose for the Primary Care Centre and would prompt patients to decide where they would like to be registered (the majority of patients attending as unregistered patients being from local practices or outside of the area).

3. The consultation process

3.1 Patients of the practice registered list

A letter informing patients of the proposed procurement was sent to 2,823 patients aged over 16 years that are registered at Westwood Primary Care Centre. There are a total of 3,825 patients on the registered list (3,876 weighted list). A hyperlink to the NHS England Survey website was listed in the letter sent out to patients and they were encouraged to access and complete the questionnaire. The letter also pointed out that NHS England would be holding two drop in sessions at Westwood Primary Care Centre to give patients an opportunity to have any questions they may have answered.

The letter also stated that copies of the questionnaire could be requested by ringing 0113 825 3410 and leaving a message or by visiting the surgery where copies of the questionnaire could be found on reception. Hard copy completed questionnaires were returned to the surgery for ease of access by patients.

Posters were also displayed within Westwood Primary Care Centre advertising the proposed contract ending and inviting patients to give their views by either completing a paper questionnaire or by completing the online survey accessed by the practice website.

3.2 Local papers

There was an expression of interest in the communication exercise from the Worksop Guardian, which the communication team responded to by submitting a formal statement.

3.3 Letter to Overview and Scrutiny Committee

A letter was sent to both the Nottinghamshire and Bassetlaw Overview and Scrutiny Committees detailing the proposed options. A meeting has been/is being held with both Committees.

3.4 Letter to MP

A letter was sent to the local MP detailing the procurement. It is understood that the MP held a public meeting in Worksop on 31 October 2015, however there has been no direct contact made to NHS England by the MP to date.

4 Results and Outcomes

A summary analysis of the patient survey follows below. In total 140 responses were received (this represents 5% of the over 16s at the practice). This is in the main the response to the survey provided by registered patients. The CCG has led a separate piece of work to try to engage with unregistered patients.

4.1 Comments Received

During the consultation/communication exercise patients were asked to provide comment on what their concerns were regarding the proposed procurement.

No comments have been received from other stakeholders to date.

5 Summary

In undertaking this patient consultation/communication exercise NHS England sought views from the registered population of Westwood Primary Care Centre.

The evaluation of the comments received from the patients by completing the survey either online or by hard copy and the drop in sessions with NHS England has identified that 140 patients completed the survey.

94% of patients completing the questionnaire said that they received GP services at Westwood Primary Care Centre.

92% of patients said that they were registered with the Westwood Primary Care Centre .

96% of patients who replied to the survey stated that they were patients at Westwood Primary Care Centre. 1% indicated that they were a carer. 3% left this question blank.

52% of patients visited the Surgery to see a doctor. 43% patients visited the Surgery to see the Nurse and GP with 4% of patients usually visiting the nurse only.

The majority of patients that completed the survey were in the age range of 25-75. Ten patients in the age range 16-24 completed the survey and 8 over 75 year olds completed the survey.

5.1 What is important in receiving a primary care service

When asked what is important to patients in receiving Primary Care Services, patients thought that Opening Times and Appointment times, were the most important elements. However patients generally felt that all of the options listed in the questionnaire were important, 18 patients (13%) ticked all five options as being important:

Opening Hours	110 patients	79%
Appointment Times	101 patients	72%
Range of Services	65 patients	46%
Easy Access	56 patients	40%
Distance to Travel	52 patients	37%

5.2 Travel to the Surgery

The survey asked how far patients currently travelled to get to Westwood Surgery, 65% of respondents used their car, whilst 27% walk to the surgery. The responses do not include those that indicated more than one mode of transport. The next question was how far do you travel to Westwood Surgery; which showed 35% of patients lived within ½ a mile of the surgery, 18% lived within 1 mile and 17% lived between 1 and 2 miles from the surgery. 26% of patients questioned lived more than 2 miles from the surgery.

5.3 Frequency of Visits

Patients who completed the questionnaire were asked how often they had visited the surgery in the previous 12 months. Of the 140 respondents 33% of patients stated that they visited the surgery at least more than 12 times a year. 36% patients attended less than 12 but more than 6 times a year. 18% of patients attended less than 6 times in a year and 12% had attended once or twice.

5.4 Most Frequently Used Services

From a list of options provided patients indicated that they used the following services the most:

Routine GP Care	129 patients	92%
Routine Nurse Care	82 patients	56%
Immunisations	28 patients	20%
Screening Services	18 patients	13%
Weight Management	14 patients	10%
Child Health Checks	13 patients	9%
Minor Illness Clinic	13 patients	9%
Health Promotion Advice	11 patients	8%
Minor Injuries Clinic	9 patients	6%
Contraceptive Advice	8 patients	5.7%
Minor Surgery	7 patients	5%
Smoking Cessation	3 patients	2%

5.5 Opening Hours

67% (94 patients) of patients usually attended/preferred to access services during the working week (8am to 6.30pm)

33% (46 patients) patients would like to access services on Weekdays 6.30 – 8.00pm Monday to Friday.

18% patients (25 patients) would like to access services on Saturday and Sunday mornings. 26% (36 patients) preferred afternoons at weekends and 18% (25 patients) preferred Saturday and Sunday evenings.

5.6 Other services patients would like to see at the Westwood Primary Care Centre

The questionnaire left a free text box for patients to indicate which services they would like to see provided at the Primary Care Centre:

Counselling

Eye Clinic Services

Mental Health Services

Diabetes Care and Clinics

Physiotherapy

Sexual Health Clinic

More contraceptive services

Maternity Care Clinics/midwife led surgery - as this is some distance away from my relatives.

Female GPs (this was voiced by more than one patient)

NHS Dentist

GP Home Visits

Repeat prescription service instead of over attending surgery to order

Drop in/on the day appointments

Coterminous pharmacy opening times

5.7 Comments

The questionnaire allowed patients to add any additional comments on a separate page. The following comments were received. It should be noted that 100% of patients spoken to face to face were very complementary about the current staff and services provided.

Have a very much valued early morning and early evening surgeries that fit around my standard working hours. Online appointment and prescription service very good and availability and appointments.

Have nothing but praise for the efficiency of this GP Practice. Excellent administration, staff very professional services from Doctors and Nurses. Absolutely excellent. Really value the 8 - 8 services. I also use internet booking and repeat prescriptions

As an old age pensioner and a resident in this area over 50 Years, I would like to express this surgery needs to be continually run by DMSL as at present and to keep all their present staff as at September 2015. I have always had excellent help, care and kindness shown from everyone at this surgery which is a lot to a human being. Also elderly patients need to keep the same family doctor for continuity of Health Care.

Open 7 Days a week

Excellent Health Care

Not a lot just, keep it as it is.

The services are very good as they are. Thank you.

I can't commend this service, Doctors, Nurses, Receptionist enough at this surgery.

As a registered patient I make appointments to see the GP but find it very frustrating when a drop in person or persons get to see the GP and I am then sat waiting sometimes up to 30 mins before I get to see them.

I am happy with the service as it is

I'm very happy with the services provided

We would like the opening times to remain as much as possible – makes it easier for people who work to attend appointments.

A drop in service is very useful. I would still like to be able to drop in if I hadn't made an appointment and am happy to wait.

8 to 8 is the best care service and best staff in all the area. Best GP's and nursing staff (and forgetting the office girls)

Because the staff care so good I would hope they all stay

Westwood 8 to 8 Centre are fantastic. Nothing too much trouble

Great as it is. Like the weekend service and the fact you don't have to be registered here to see a doctor.

I am entirely happy and content with services just the way they are.

I would like the pharmacy to open the same time times as the Centre, like it did in the beginning. I have had a doctor's appointment at 08:00 and had to wait for the pharmacy to open at 08:30. Walking home and walking back later was not an option, due to my breathing problems. I only have 1 fully functioning lung.

Greater mental health variety, children's toys in waiting room, hand sanitiser,

At present everything I need is available at the surgery

Personally I would like an NHS Dentist service in this location as going into town and finding affordable parking, because the dentist are that busy you always have a wait of 45 mins to 1 hour so you have to pay for 2 hours parking, the estate and surrounding area is large enough to sustain a Dental practice.

Services that they already offer

I don't think there's much more they can offer apart from home visits they offer a good service all round from a personal point of view staff are always polite and willing to re arrange appointments to suit the individual always call or send info regarding my complaint have not had any issues with doctors as yet so I

think it would have to be something special needed to improve service already offered to patients.

None that I can think of at this time.

I think the surgery is fine as it is, great opening/closing hours (8am - 8pm) 7 days a week is brilliant, it's easy to get an appointment to fit in with my working hours, only thing I can think of which may benefit patients is, maybe a nurse could be more readily available, ie; full-time !!!

I would like to see the centre continue it's 8 till 8 including Weekends and Bank Holidays.

Better appointment times rather than waiting weeks on end.

The services available at present.

Continued weekend opening hours.

Same quality service, being able to get an appointment in the evening with relative ease i.e. Not being given an appointment for a weeks' time like other surgeries within Worksop. I cannot rave about the current set up enough.

I am happy with the current services available at the clinic. The surgery is convenient for me as I work full time Monday to Friday and appointments in the evening and weekends are sufficient. I have used this surgery instead of going to the local A&E on a number of occasions. All staff, especially Karen the nurse, are excellent.

At least one female GP as well as a nurse on duty all weekend, and more appointments.

A continuation of the present services with the same doctors and staff as at the present time.

The current service is excellent. It's clear that they are getting busier as times go on, however they somehow seem to be able to find me appointment times that work for me, quickly and at a suitable time.

I am happy with the services already available

Experienced GPs that have time to spend with you and provide ongoing monitoring as opposed to one off advice. Child health and wellbeing is also important.

I think the services offered are adequate.

I like the availability of the GP surgery 8-8 7 days a week reassures me that when I fall ill I can use this service rather than block up A&E

Opening hours

I registered with this practice due it being a 7 day service 8-8. I have never had problems with getting an appointment to see the DR or Nurse. The previous practice I was registered at was a 5 day service 9-5 whereby I would struggle with getting an appointment, hence the reason I changed

I thank the services at the centre is the BEST of all services

Couldn't ask for more. They are always there for you. They always go the extra mile, patient, friendliness, care, helpful, second to none (Champions)

Couldn't ask for more.

Every service I have needed is available at my centre, the biggest aid is the time I can see my GP, I work a permanent afternoon shift so alternative practice hours are invaluable to me

Keep current services. As a nurse myself, I have never seen a practice like this. Please do not change. Excellent service and staff

I think Westwood care centre provides everything requested and needed and doctors nurses and staff always helpful with advice and needs

Any time at all to suit us both. Friendly efficient

I feel the centre is already providing enough services I wouldn't change a thing

It's been very busy recently. Getting convenient appointments is very important to me. Also being seen on the same day

I have changed DRs to Westwood and the service and care of staff DRs Nurses, is the best I've ever had, I recommend the centre to anyone interested, thank you

Satisfied with the present availability. Have home visits by a GP when I am unable to get to surgery

More ladies GP's available. Westwood is a great GP service as I am unable to attend appointments during the week because I work. I can easily book my appointments online and they have a great ordering service. The receptionists are always friendly and helpful and many of them always remember your name which I feel is great. I have used both GP's and Nurses it's not always great to see different GPs but I use the online to try and get the one I want. Weekend appointments are vital to me because of work commitments I changed to Westwood from Newgate because I got really bad service and could never get appointments which were convenient for me. The only thing I feel lacking is there are no lady GPs for Lady's problems. I feel better talking to a female doctor, but have used Julie the practice nurse quite often with a lot of success.

They helped me through a really bad time in my life with my thyroid and i hope the service doesn't change. Thank you (name left with comments)

Happy with what is currently provided. A kind interested GP like Dr Waas who makes me feel at ease

Nurses very good back up to GPs. After care following surgery excellent. Experienced doctors and nurses. Very good at moment usually get same day appointment.

When one is 84 one isn't to time. They are so sincere and caring at the centre one never loses ones dignity both with the doctors and staff. The staff and nurses and doctors are kind caring and efficient. I had occasions to visit the nurses and as I am a retired theatre sister id have loved to work with them, they leave no stone unturned. In my opinion Westwood care centre is all it says. It cares both medically and physiologically. One could never fault them god bless you and I'm behind you all the way. (patient signature)

6 Conclusion

It is clear from the survey responses that patients are very happy with the services they currently receive, with all levels of staff at the primary care centre and the care provided. A number of patients have, however, indicated that they would like to see a female GP.

The majority of patients attend for routine GP/Nurse care and attend during core hours (8am to 6.30pm). Those patients who have expressed an interest in accessing services on an evening or weekend however will not be ignored and extended opening hours will be discussed with the incoming provider.

It is also clear that some patients are not aware of services that are available and more should be done to increase awareness of these (e.g. GP home visits and repeat prescription ordering)