

Lincolnshire East Clinical Commissioning Group Primary Care Commissioning Committee

Report to:	Primary Care Commissioning Committee	Agenda item:	10
Date of Meeting:	6 February 2020		

Title of Report:	The Sidings Patient Survey Report January 2020
Status of report: (decision and approval, position statement, information, confidential discussion)	For discussion
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Appendices:	Appendix 1- Survey Results Appendix 2 – Equality Impact Assessment Appendix 3 - Communications Materials for the Patient Engagement

1. Purpose of the Report (including link to objectives)
The purpose of the report is to provide a summary of the Sidings Patient & Public survey that took place during 16 December 2019 – 30 January 2020.

2. Recommendations
<p>The committee is asked to:</p> <ol style="list-style-type: none"> 1. Note the patient feedback received and discuss the options of support available to address the concerns raised in the new contract. 2. Consider the positive feedback received and how levels of satisfaction can be maintained under the new contract. 3. Sign this report off to share it on the CCG's involvement section of website, so that patients can be informed of how their feedback is used, as well as how it affects commissioning decisions.

3. Background
<p>Lincolnshire Community Health Services (LCHS) currently provide services at The Sidings Medical Practice in Boston under a short-term caretaking contract, which is due to end on the 30 September 2020.</p> <p>Lincolnshire East Clinical Commissioning Group (CCG) are undertaking a full procurement to find a provider for a new contract starting on 1 October 2020, to ensure the continuation of primary health care services within the area. The CCG plans no changes to the surgery opening hours and this process is to ensure services continue to be provided from The Sidings Medical Practice.</p> <p>Patient Engagement As part of the procurement, the CCG have engaged with patients, their families and carers to find out their views, before a full procurement process to find a provider commences. The engagement has included:</p> <p>Patient Engagement Events – The CCG held two patient engagement events to give patients an opportunity to shape what services are offered as part of the new contract. These were held at the Len</p>

Medlock Voluntary Centre, St. George's Road, Boston, PE21 8YB, on:

- Monday, 13 January 2020, 1:30pm – 3:30pm and Thursday, 16 January 2020, 6:00pm - 8.00pm

Patient Survey

In addition to the events, a patient survey was open from 16 December 2019- 30 January 2020.

4. Summary of Key Issues for Discussion

Note the patient feedback received and discuss the options of support available to address the concerns raised, as well as consider the positive feedback received and how levels of satisfaction can be maintained under the new contract.

- Key points below:

- No concerns were raised regarding the procurement of a new contract, except one patient was worried this would be privatised
- 2 patients expressed that they did not want the practice to change premises, however, some patients said the practice was in need of modernising/redecorating and some were not sure which side they needed to wait in, and thought this could be organised better.

The biggest area of concern about the practice was:

- Access to appointments/ GP appointments
- The phone lines and needing to call at 8am for an appointment
- The continuity of GPs, many patients said they did not see the same GP twice, and were concerned about the number of locums. Some patients also missed the old GPs who had recently left the practice.

The biggest area of praise about the practice was:

- Positive feedback for the staff
The convenience of the practice.

What is important to patients when choosing a GP practice:

- The most highly rated option was distance from home and appointments offered at convenient times, also highest rated in terms of importance was opening hours, the range of services offered and recommendation from a friend/relative or NHS Choices.

Distance to the practice

The majority of patients who completed the survey travelled between one and two miles to get to the practice (45.76%, 54/118) followed by less than 1 mile (27.97%, 33/118). 22.03% 26/118 travelled over miles.

Travel

The majority of the patients who completed the survey travelled to the practice by car (78.81%, 93/118) followed by walking (31.36%, 37/118).

Frequency of use of the practice

The majority of patients who completed the survey attended the practice once every one to six months (15.25%, 18/118).

5. Care Quality Commission Implications:

CQC registration required for regulated services, and will be a requirement of the new contract.

6. Legal/NHS Constitution Considerations

The CCG has a statutory duty to engage with patients and the public under section 13Q of the National Health Service Act 2006 (as amended by the Health and Social Care Act 2012).

The section 13Q duty ensures that the CCG acts fairly in making plans, proposals and decisions in relation to the health services it commissions and where there may be an impact on services.

The CCG also a duty to secure the continuous improvement of services. This paper supports the patient rights in the NHS Constitution.

7. Analysis of Risk including the link to the Board Assurance Framework and Risk Register

N/A - The CCG plans no changes to the surgery opening hours and this process is to ensure services continue to be provided from The Sidings Medical Practice.
Any risks to be managed as part of the procurement process.

8. Resource Implications (Financial and Staffing)

Resource Implications for the engagement:

Human Resource of CCG staff time for planning meetings, poster, questionnaire design and general procurement planning.

•**Translation Costs** for Posters into the 6 main languages of the patient population = £420. Costs of any questionnaires to be translated, (offer made to patients who don't have English as a first language on request). Quote received for £110.85+VAT for translation and proofreading per language. Translation back into English of any questionnaires received cost TBC as would be based on word count and complexity of translation required.

•**Venue costs for engagement events** = Evening event on 16/1/20=£ 109.75 + VAT, 13/01/2020 + £61+VAT.

•**Venue cost for market procurement event** =£61+VAT £10.50+VAT per pot Tbc as numbers in attendance not know at present.

9. Patient, Public and Stakeholder Involvement

Patient, public and stakeholder engagement undertaken as per section 13Q duties of the Health and Social Care Act 2012. This report details the results of the Patient, Public and stakeholder involvement undertaken.

10. Equality and Diversity Impact

An equality impact assessment has been undertaken, see Appendix 2.

11. Health Inequalities Impact

An equality impact assessment has been undertaken, see Appendix 2.

12. References to previous reports

NIL

3. Freedom of Information

Information will be in the public domain.

14. For further information or for any enquiries relating to this report, please contact

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Appendix 1- Full Survey Results

Patient Questionnaire for the Procurement of The Sidings Practice
(Open 19/12/2019 until 30/01/2020)

The response to the survey was 118, the majority of these were received online, the also CCG completed some paper copies with patients face to face in the practice (30), and the practice completed 12 copies with patients

1. Please tell us which GP Practice you are registered with?
94% (111/118) of the people who completed were registered at the practice. The remaining 7 were registered at the following practices:
<ol style="list-style-type: none"> 1. Westside surgery 2. Greyfriars 3. Greyfriars 4. Weston Family Medical Practice 5. was previously registered at Sidings, moved to Old Leake Medical Centre 6. Liquorpond Street 7. Mill View

2. Please provide your postcode (optional)
Majority had a PE21 code PE22- 10

1. What do you like about your GP practice?	
The comments have been themed and counted for the purposes of analysis	
Themed: Top:	
<ul style="list-style-type: none"> • Like the staff (28) and convenience (16). • 24 said they didn't like anything about the practice – reasons given were that all of the old GPs had left (3 people), no continuity of care. 	
Access to appointments	8
Big practice	1
Clinical Staff	1
Convenient	16
Don't like anything about the practice	24
Extended Access Appointments	4
Familiar- Been with for many years	4
Friendly	5
Good parking	6
Happy with the practice	2
likes new GPs	2
Likes staff	28
Lots of services	1
Morning walk in clinic	1
Online appointments	1
Out of hours appointments	1
Preferred practice before but a lot of GPs	1

have left		
Range of services	2	
Responsive service	1	
Translation is good	2	
(blank)		
Total	111	

4. When choosing your practice, what is the most important factor for you in making that decision? Please tick the appropriate box (please tick only one).

▪ Distance from home	16.95% (20/118)
▪ Opening hours	8.46% (10/118)
▪ Ease of travel to the practice	3.39% (4/118)
▪ Range of services offered	8.47% (10/118)
▪ Recommendation from a friend/relative or NHS Choices	8.47% (10/118)
▪ The latest Care Quality Commission report	1.69% (2/118)
▪ Mix of male and female clinicians	3.39% (4/118)
▪ Access such as free parking or disabled access	1.69% (2/118)
▪ Appointments offered at convenient times	24.58% (29/118)
Other, please specify on the next page: 22.88% (27/118)	
Please note that many patients completing paper versions of the survey selected numerous boxes	

5. How far do you currently travel from your home to access your GP services? Please tick the appropriate box.

▪ Less than one mile	27.97%	33/118
▪ Between one and two miles	45.76%	54/118
▪ More than two miles	22.03%	26/118
Other, please specify below: 4.24% (5/118)		
Other:		
1. 15 mins		
2. no comment made		
3. 6 or 7 miles.		
4. abt 4-5miles walk		
5. 7 miles		

6. How do you currently travel to your practice? Please tick all that apply.

▪ Walk	31.36%, 37/118
▪ Car	78.81%, 93/118
▪ Bus	3.39%, 4/118
▪ Taxi	1.69%, 2/118
▪ Friend/relative	5.93%, 7/118
▪ Community transport	1.69%, 2/118
Other, please specify below: 4.24%, 5/118	

6. How do you currently travel to your practice? Please tick all that apply.

1. no comment made
2. not completed
3. cycle
4. Bicycle
5. Cycle

7. On average, how often do you use your GP practice? Please tick the appropriate box.

▪ More than once a week	0%,0/118
▪ Once a fortnight	4.24% 5/118
▪ Once a month	15.25%,18/118
▪ Between one month and six months	56.78%, 67/118
▪ Once a year	17.80%, 21/118
▪ Less than once a year	0%,0/118
▪ Never	0.85%,1/118

Other, please specify below: 5.08%, 6/118

1. Mainly to obtain regular prescription and health checks.
2. Varies on condition.
3. Only when necessary.
4. Approx 3 times a year
5. Usually annual health check but currently having tests so been more frequent
6. Used for the first time since registering 2.5 years ago.

8. Is there anything that can be improved at your GP practice?

The comments have been themed and counted for the purposes of analysis

Themed: Top:

Need improved access to appointments/ GP appointments- 50, concern expressed that you have to ring on the day and can't pre-book appointments.

Need improved continuity of GPs-23

Phone lines need to be improved -13

Attitude of staff	5
Better appointments system for working people	1
Better confidentiality at reception	1
Better listening to the patient	1
Better organisation - knowing which waiting room to go to	1
Communication needs improving	3
Continuity of GP	23
Improved communication with people with hearing loss	1
Improved manners of reception staff	1
Issues with medication	2
Management of the practice	1
Need improved access to appointments	43
Need improved access to GP appointments	7
Need more GPs	7

Needs better GPs	3
Needs modernising	7
Nothing needs improving – happy	3
Online Booking to be improved	1
Parking - disabled access	2
Patient Care need to be improved	1
Patient toilets not very clean	1
Phone lines could be improved	13
Prescriptions need improving	1
Test results to be faster	2
Would like access to medical records	1
Total	131

9. Please use the box below for any additional information you would like to include:

The comments have been themed and counted for the purposes of analysis

Themed: Top:

Need improved access to appointments and GP appointments 12

Appointments running late	2
Attitude of staff could be improved	2
Better communication to patients	3
Concerns over private provider	1
Continuity of GP	4
Don't want to move premises	2
Good Nursing staff	1
Good Service	3
Got worse since the practice merger	2
Great staff	2
Issues with medication/prescription	2
Long wait for blood test	1
Long wait for senior GP	1
More appointment time	3
Need longer appointment slots	1
Need home visits	1
Need improved access to appointments	11
Need improved access to GP appointments	1
NHS Poorly run	1
Not enough staff	1
Online appointment system need improving	1
People who do not attend their appointments need warnings	1
Phone lines could be improved	4
Poor care	2
Some GPs need to improve bedside manor	3
Staff seem stressed	1
Stop appointment blocking	1
Total	58

Appendix 2 – Equality Impact Assessment – the report has been published the CCG's website and is available to view here:

<https://lincolnshireeastccg.nhs.uk/about-us/key-documents/public-engagement/events-and-campaigns/sidings-medical-practice-engagement>

Appendix 3 - Communications Materials for the Patient Engagement

Includes stakeholder communication, survey and event posters, including translated versions.

<https://lincolnshireeastccg.nhs.uk/about-us/key-documents/public-engagement/events-and-campaigns/sidings-medical-practice-engagement>