



Tower Hamlets
Clinical Commissioning Group

All Saints Practice
Patient Consultation Report

Newby Place Health Centre
21 Newby Place
London E14 0EY

Purpose

The purpose of this report is to share results of the All Saints patient consultation on the proposal put forward by Tower Hamlets CCG for the future of the All Saints Practice and to explain our response to the concerns raised and outline the next steps.

Background

The All Saints practice was procured in 2013 as a single Alternative Provider of Medical Services (APMS) of 3 single handed GPs based across 2 premises in very near proximity.

The practice is managed by the Hurley Group, who run a number of practices and urgent care centres in London. The practice is based in Newby Place Health Centre with another local practice, Gough Walk. Each practice has a separate contract and operate under different systems.

The All Saints practice contract expires on 31.3.18. As APMS contracts approach expiry or reach their break clause, a strategic review is undertaken by both NHS England and Tower Hamlets CCG. The purpose of the review is to support commissioners in determining future options for an expiring GP contract. Commissioners make decisions based on a range of factors including, quality, patient experience, premises, finance and value for money and overall strategic fit.

The Primary Care Committee, an established committee of the CCG Governing Body, makes collective decisions on the review, planning and procurement of primary care services in Tower Hamlets under delegated authority from NHS England.

All Saints is one of two separate Practices operating within Newby Place Health Centre. There are also 4 practices within close proximity. In line with the CCG primary care strategy to provide Tower Hamlets residents with a quality GP service in the most efficient and effective way possible, the Primary Care Committee concluded a list dispersal was the preferred option and a consultation with the patients registered at All Saints should be undertaken.

The consultation period was held between 19th October 2017 and 27th November 2017.

How We Collected Your Views

Patient Consultation

Patients were able to share their views in the following ways:

A letter was sent to patients on 19th October 2107. A translation service was made available via a freephone number. Translated copies in Bengali were available at the practice.

A survey was available via a web link in the letter and the Practice and CCG websites. Printed copies were available at the Practice reception.

Healthwatch consulted patients, using the survey, in the waiting room for 2 sessions, aimed at reaching particular patient groups

Patient drop in Sessions

Three drop in sessions were held at Newby Place Health Centre

Saturday 11th November 2017 10:00 to 12:00

Thursday 16th November 2017 13:00 to 14:30

Thursday 16th November 2017 18:00 to 19.30

The Practice and CCG Websites displayed information about the consultation

The Practice sent a **text message** to patients with a link to the letter

Tower Hamlets CCG also notified the following stakeholders:

Aspen Court Nursing Home

Queen Victoria Seamen's Rest

Local Councillor - Gulam Kibria Choudhury

Jim Fitzpatrick MP

The Local Medical Committee

Healthwatch

Tower Hamlets Community Commissioning panel

Responses

In total we received feedback from 182 patients:

Method	Number of responses
Survey	87 paper surveys 59 online surveys 146 total surveys completed
Letter	1
Telephone	1
Public meeting	34
TOTAL	182 patients

What You Told Us

Patient Survey

146 surveys were completed

Patients had a range of views on the potential closure of the practice:

- Patients found the practice location convenient
- A good number of patients felt they were receiving a good service, were used to the GP and staff and did not want to change
- Some patients felt the current service was poor
- Access and waiting times were cited as current issues
- Concerns were raised over the ability of other practices to register patients and provide good access and a good service

Of 146 patients, 55% of respondents (81 patients) were very dissatisfied the practice might close, 20% of respondents (29 patients) were very satisfied, with the remainder a range between the two.

The two most important values were reported as 'being able to speak to or see my preferred GP' and 'opening hours'. With 'being involved in decisions about my care' and 'ease of getting through on the phone' also scoring highly.

Patient drop in sessions

34 patients attended the drop in sessions.

Representation at the sessions included, NHS England, Tower Hamlets CCG Primary Care commissioning staff and Board Member, a Bengali interpreter and Patient Leader from the Community Commissioning Panel.

Key areas raised at the sessions:

Newby Place Health Centre (the building)

- Some patients had perceived that the Health Centre was shutting down
- Easy to access via public transport; there is a bus stop outside
- The location is convenient to Chrisp Street market
- Patients like the modern design and facilities in the building

Current Service

- Patients were complimentary about reception staff and felt they had known some of them for a long time
- Patients that saw Dr Ali held him in high regard and lots of positive comments about his care were received
- Patients had low expectations generally and were particularly unhappy with access to appointments, the high number of locums used and lack of continuity

Concerns about registering at other practices

- Neighbouring practices capacity to take on additional patients
- Ability to get an appointment
- What if other practices are full or the list is closed?
- Extended opening hours

- Ease of registering

What if I haven't re-registered?

- Patients were concerned about being left without a GP and asked why they could not be transferred to another practice list

Short term contract

- Patients were not aware the contract was time limited and queried why this was not explained at the beginning, when meetings were held with the current providers

Vulnerable patients

- Patients asked if there could be a handover for these patients

Continuity of services

- Patients asked what would happen to the online services they access now, such as appointments and prescriptions going direct to the pharmacy

The final decision, how patient views have been taken into account and how concerns raised have been addressed

The Primary Care Committee met in December 2017, where a decision was made to proceed with a list dispersal.

Tower Hamlets CCG ensured that feedback from the surveys, other communication and consultation sessions were shared with the Committee.

Tower Hamlets CCG has addressed concerns raised in the following ways:

Newby Place Health Centre

- A significant number of patients were concerned the building was closing and wanted to remain registered at the health centre. Newby Place Health Centre will stay open. If patients wish to remain registered with a practice in Newby Place Health Centre they are able to do so; they will be able to register with the Gough Walk practice whose list is open and accepting new patients
- Gough Walk practice will be temporarily extending their catchment area to increase patient choice and to ensure that all patients currently registered with the All Saints practice have the opportunity to remain at Newby Place Health Centre if they wish

Concerns about registering at other practices

- Tower Hamlets CCG has been working with, and formally consulted with, the other practice in Newby Place Health Centre and practices in close proximity. The CCG is assured of their plans to increase capacity and take on the additional patients

- The practices are preparing for the additional increase in patient registration requests and will be making the registration process as streamlined as possible, including the option to register online
- The neighbouring practices have regular GPs and are therefore able to provide continuity of care
- All neighbouring practices are rated 'Good' by CQC
- All Practices in Tower Hamlets are open and registering patients who reside within their catchment area
- Tower Hamlets CCG will be monitoring the movement of patients and will be working to ensure no patients are left without continued access to a GP

Opening hours

- The neighbouring practices offer extended hours on Saturday mornings and one or more sessions in the week
- Tower Hamlets has extended access hubs at 4 locations across the borough. Patients will be able to access these hubs during weekday evenings and at the weekend. Practices will be able to provide further details about this service.

Vulnerable patients

The All Saints practice will identify the vulnerable patients on their list and arrangements will be put in place to support registration with handover where necessary

Next Steps

Patients will receive a letter in mid January advising of the outcome of the consultation and how they can access this report. Patients will need to register with another practice before 31.3.18.

Details of practices located closest to the All Saints practice will be provided, with information on how they can review practice catchment maps and information and reviews about practices to help with making a decision. Instructions on how to register with another practice will also be provided.