

Relocation of Globe Town Surgery

Patient Engagement Report

Context and Background

Globe Town Surgery is a GP practice in Tower Hamlets that is due to relocate in autumn of 2021. As part of the relocation process, it is important to engage with the patients, and answer any questions they may have in relation to the relocation. This document sets out the feedback received in the engagement sessions.

Engagement activities

An information letter, in English, was sent to all registered patients over the age of 16 at Globe Town Surgery on 15th July 2021. The letters was also available in other languages upon request.

In the letter patients were invited to join one of the two virtual drop in sessions on:

- 29th July 2021, 12.30pm to 1.30pm
- 29th July 2021, 17:00pm to 18:00pm

On the day of the session, patients over the age of 16 also received a reminder text message with the link for the afternoon session.

Additionally, patients were able to call the practice and discuss their views over the phone. A Bengali interrupter was available to translate in the engagement sessions.

Patient Engagement Session

A total 11 patients joined the engagement sessions. The session consisting of presentation followed by a Question and Answer session. Throughout the presentation patients were able to send in any questions they had or ask them at the end.

Key themes from the session

Patients were given a virtual tour of the facilities and the shown the new location on the map and its distance from the practice. The new surgery is modern and larger allowing for a more diverse range of services and should provide a better experience for both patients and staff.

Following the questions sent in chat, patients were assured that

- Should they wish to stay with the practice, they were not required to do anything, they will automatically continue to receive primary medical services and have access to their regular health professionals who will continue to be a part of the team at the new premises from the day of the move.
- The expected move date will be in autumn 2021 and when the exact date is known, they will be written to. Patients can check for updates on the practice's website. Until the move is complete, patients are to keep attending Globe Town Surgery on 82-86 Roman Road, E2 0PJ.

Additional Questions raised

Will the patient list rise? Will there be greater demand on the doctors?

A relocation does not automatically equate to increased list size, however as the practice is moving to larger premises there may be an increase over time, however practice will be required to provide access/appointments that is appropriate and proportionate to their list size.

Are there any other GP practices in close proximity to the practice that are closing or moving?

Not that we are aware of, and patients were reminded that this is not a closure, and a relocation.

Other key themes discussed

E-Consult/Types of Consultations

- Use of e-consult is likely to continue as it is working for the practice and is proving the most effective way to triage and direct patients as appropriate whether that be phone consultation, video consultation or a face to face appointment.
- Practice is constantly reviewing the way they see and triage patients and if anyone would like to feedback regarding e-consult they are able to contact the practice and discuss.
- Video consultations – how to join – practice use a system called accurex, once patients are assessed suitable for a video consultation, they receive a link via text to join the video call.

Seeing Doctor of Choice

- Every e-consult is seen by the doctor and reviewed, and where possible they do ensure that the patients are consulted by doctor of choice, to ensure continuity of care but this may not always be possible, which can be due to the days doctors work or the urgency of the problem.

Reception staff are not always right

- Reception staff are trained to triage, however if any patients are not satisfied with the service they are able to call the practice and discuss it with the practice manager.

Feedback on the Session

- Practice found the engagement very helpful and requested feedback from the attendees.

- Patients expressed that they found this session very beneficial as often they can at times feel separated from the practice and saw this as a real opportunity to connect with the practice and feedback.
- Patients were invited to join the practice Patient Participation Group (PPG) as the practice is looking to expand their group.
- In particular some of the patients attending the session had experience in communication technology and improving user experiences. This experience would be useful to the practice as they look to launch their new website and expand their on-line services.

Next steps

- The result of this engagement will be published on the CCG website
- Once the move date is confirmed, a second letter to patient will be sent to inform the patients of the date.