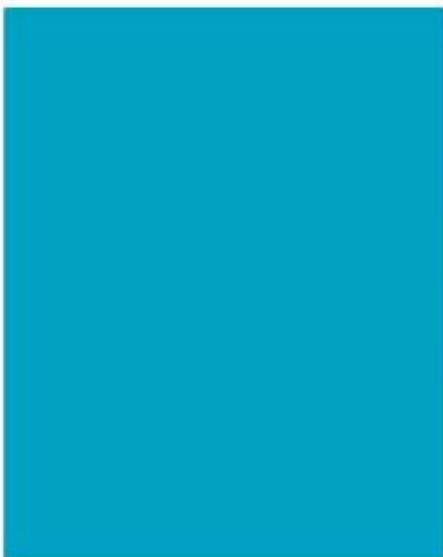




North East London

**APMS Procurement
Patient and Public Engagement Report**

**Broad Street Medical Centre
Morland Road
Dagenham
RM10 9HU**



Purpose

The purpose of this report is to provide details of feedback from patients and other stakeholders on the proposals put forward by NHS North East London (NEL) for the future of Broad Street Medical Centre and to outline how this feedback will affect the plans.

Background

GP services at Broad Street Medical Centre are currently managed by Prime Practice Partnership who were awarded the contract in 2014. This contract will come to an end as planned on **30 September 2025** and a new contract for GP services will be put in place

GP services are currently provided from 8:00 am to 8:00 pm, Monday – Friday and 10:00 am to 2:00 pm, Saturday.

As part of procurement process, patients and other stakeholders were asked for their views on the services currently provided and any suggested improvements.

The results of the feedback from the patients are included in this document, including the common themes of responses for potential bidders to consider.

This proposed procurement has been reviewed by the Place Partnership Groups, and no comments have been received from other stakeholders. Further communications to stakeholders will go out in December via a newsletter.

How We Collected Your Views

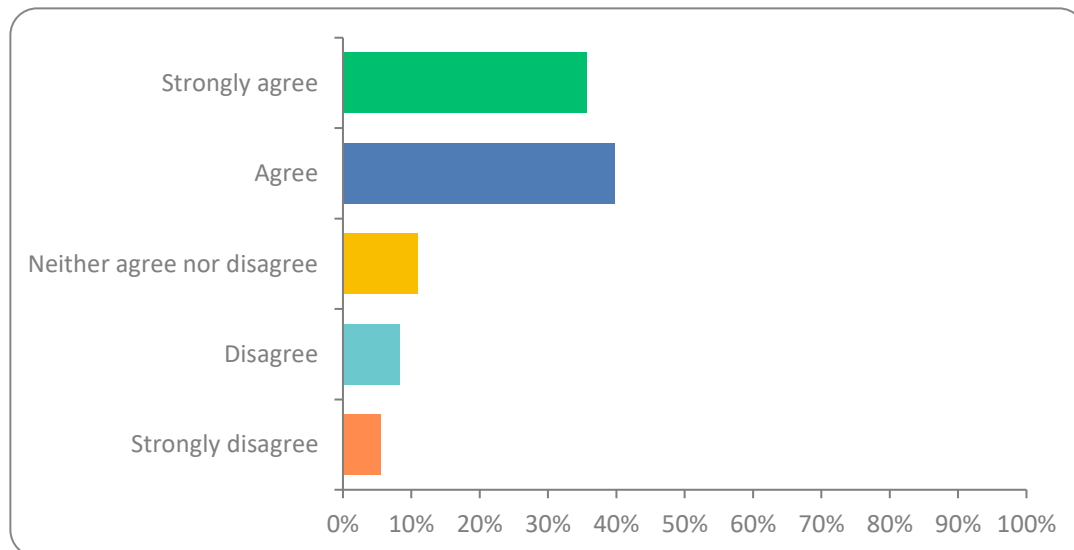
In November 2024, letters were sent to all registered patients aged 16 and over, informing them about the forthcoming procurement. Patients were invited to attend patient consultation sessions, which took place on 7th November 2024, and were attended by officers from NHS North East London. Patients were invited to share their feedback on what they liked about the practice and what could be improved. A presentation was provided to explain the procurement process, and patients were given the opportunity to ask questions and provide comments. There were 5 patients who attended the face-to-face session at the practice, while no patients attended the second virtual session. All patients who attended the event were invited to complete a survey, either online or on paper.

An online survey was launched on 31st October and ran until 18th November, with paper surveys available on request at the practice. A total of 73 completed surveys were collected, with 68 responses submitted online and 5 completed on paper.

What You Told Us

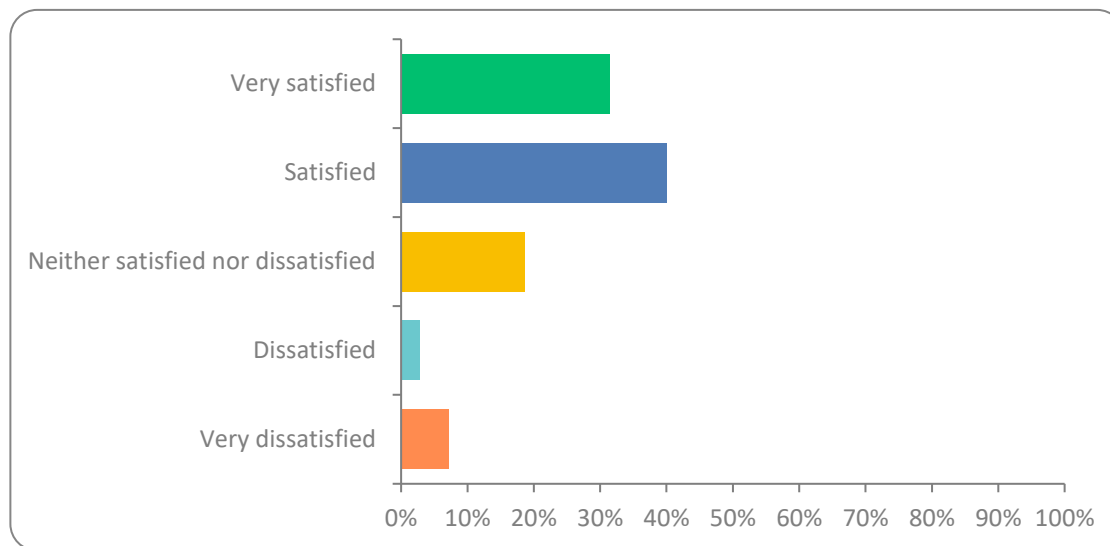
The following comments and themes have been taken from the patient survey and some direct quotes have been included where relevant.

To what extent do you think these opening hours meet your needs?



Most patients (75%) agree that the practice opening times meet their needs.

Reception Services



Patients were asked to feedback on how satisfied they were with the level of service received from the reception team. Over 70% of the respondents reported that they were satisfied with the services received from the reception team. While only 10% of the patients that completed the survey reported that they were dissatisfied with the reception services at Broad Street Medical Centre.

When reviewing the individual responses from the respondents – many patients praised reception staff for being polite, helpful and professional. They appreciated the prompt responses, friendly interactions, and the staff’s efforts to go above and beyond to assist. Several patients highlighted that the reception team is welcoming and accommodating.

Some direct quotes are included below:

“Staff always polite and helpful”

“Staff are very supportive”

“Answer very quickly, very polite and helpful”

“Very helpful”

Based on the responses, around 18% of patients mentioned that some receptionists can be abrupt, rude, or dismissive, particularly over the phone. With complaints about rushed conversations and difficulty in booking appointment

Some direct quotes are included below:

“Inefficient receptionists, sometimes rude”

“I think the receptionist are quick to get of the phone. Conversations always seems rushed and not always professional. Very abrupt sometimes”

“Very hard to get an appointment by phone at 8am”

Overall, there appears to be a positive response with the reception services at the practice.

Accessing a Clinician

Patients were asked to comment on alternative methods they would consider for consulting with a clinician if a face-to-face appointment was unavailable. Approximately 50% of respondents indicated that they would consider telephone/online consultation if face-to-face routine appointment is not available.

The common theme based on the responses provided is that while patients are happy to consider alternative methods, patients still prefer face-to-face appointments. Some of the comments from the patients include:

“Face to face is much better”

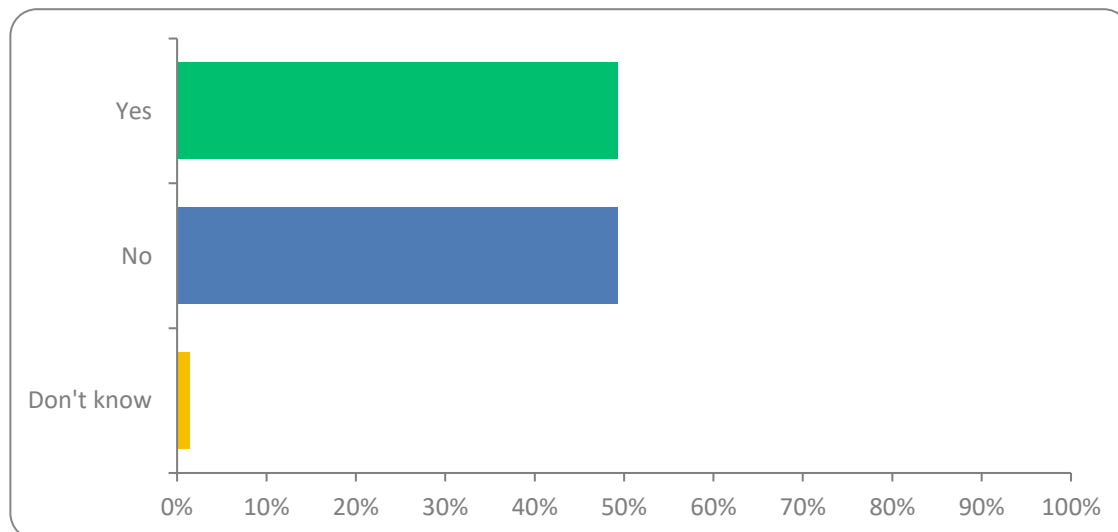
“I think it is easier to talk over the phone when face to face is not available”

“I prefer face to face”

“Ok occasionally but prefer face to face”

“Okay if I do not need an examination”

Approximately 50% of respondents visited A&E or an Urgent Care Centre rather than trying to see a GP (see graph below).



The comments suggested that the main reason for this was patients facing challenges in obtaining a GP appointment. Some of the comments have been included below:

“Couldn’t get an appointment quick enough”

“No appointments available in emergency”

“No appointments available”

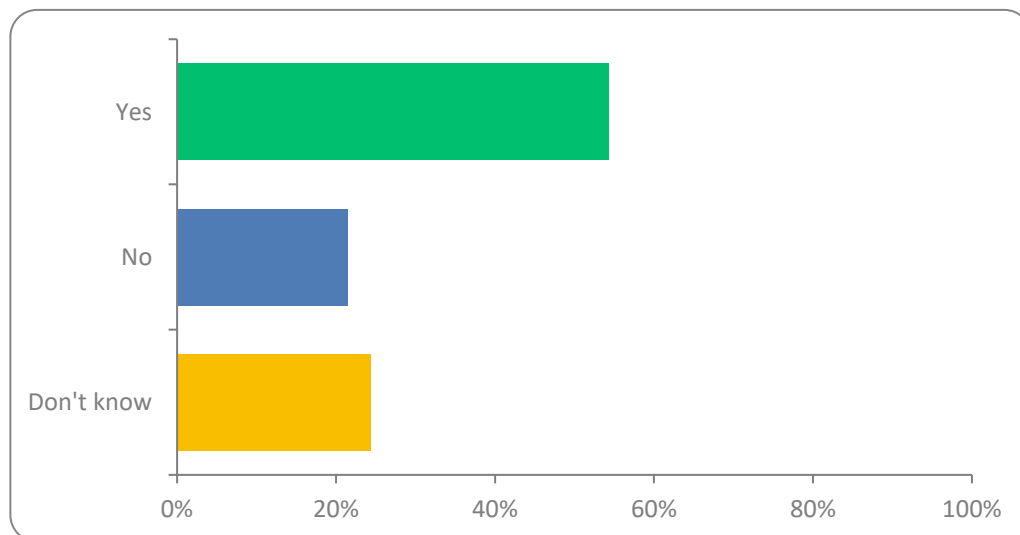
“There were no available appointments even though I called at 8am over several days”

Your Doctors

Patients were asked to comment on how important it is to be able to request a male or female GP. 53% of the patients that completed the survey reported that it was important, while 47% of the responders reported that it was not important.

Support to manage your health

Patients were asked to share their views on self-care, treatment and the information provided to them by healthcare professionals to manage common ailments, particularly if the information met their needs. 54% of the respondents were satisfied with the level of information available for self-care and treatment. Only 21% of the respondents felt they did not have enough support and information to help them manage their conditions. This is predominantly due to the information not being communicated to these patients.



A couple of direct quotes have been included below:

“The surgery-based pharmacist is excellent at monitoring my conditions and keeping me up to date.”

“I feel doctors are very supportive as are the nurses. My local pharmacy (Waller, Heathway) is brilliant in their support and works well with the surgery.”

44% of the responders considered themselves, or someone they care for, to have a long-term condition. Out of these, all respondents felt they have enough support and information to help manage such long-term conditions.

Specific services

Patients were asked to share their feedback on other services provided by their GP practice which they value, aside from seeing a GP or Practice Nurse. 34% of respondents stated that there were no other services that they particularly valued at the practice, while the majority (41%) reported that they did value additional services.

The common theme in the responses indicates that those who stated there were no other services they particularly valued at the practice were unaware of any additional services being offered at the surgery. Some direct quotes have been included below:

“I don’t know about other services”

“I haven’t been with this GP for long so I’m not sure what they offer as a whole but my experience so far has been good”

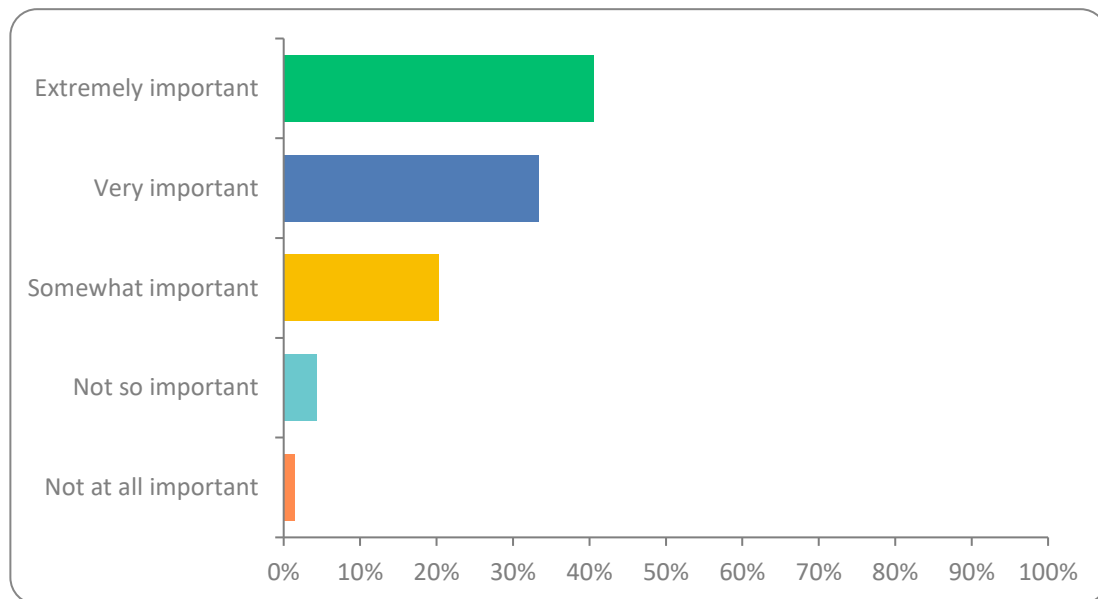
“I don’t think if there is any”

Approximately 50% of the respondents expressed interest in seeing additional services at the surgery. The most requested service, mentioned by half of the respondents, was on-site blood testing.

Other services that patients would like to see offered at the surgery include physiotherapy services, weight loss support and diabetic clinics.

Patient involvement in decision making

Patients were asked to provide feedback on how important it is to be involved in making decisions about the GP practice.



Over 70% of the respondents felt that it was either extremely or very important for the PPGs to be involved in decision making about services and standards at the practice.

Some of the comments are included below:

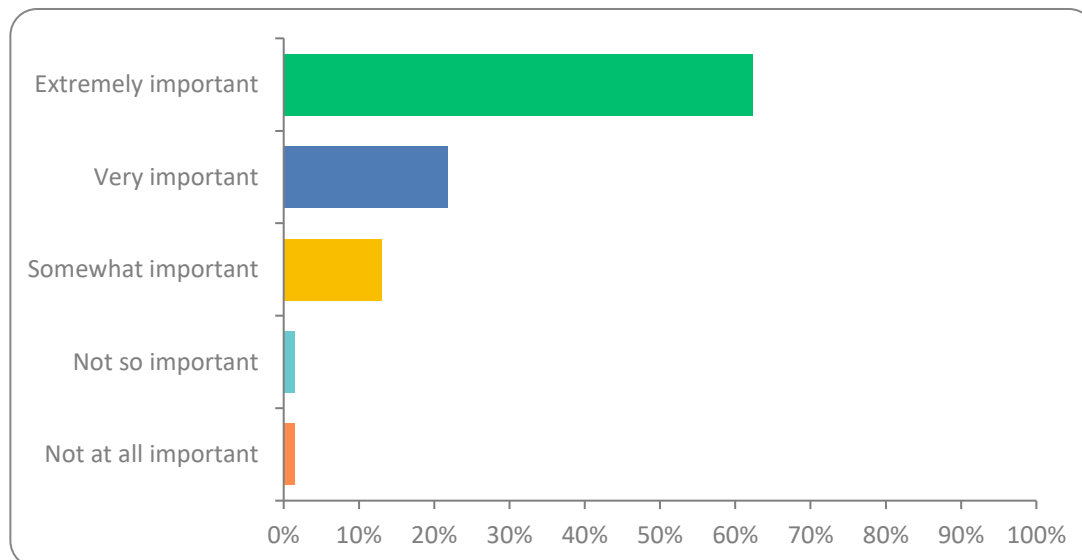
“Input from the user is vital to ensure standards kept high as are the feedback requests.”

“I am scheduled to attend my first PPG meeting.”

“No brainer here; patients are the customer.”

Practice website

Patients were asked to share their views on the practice website and how important it is easy to navigate and perform certain tasks i.e. book an appointment, order repeat prescriptions and view medical records.



80% of respondents felt that having a website that allows them to perform these certain tasks is very important.

Patients were also asked to share their thoughts on what they valued about the current practice website and what improvements they would like to see. Most respondents found the website easy to use. A small number reported experiencing access issues, while an even smaller group was unaware of the website and its benefits.

Support for patients with disabilities or language difficulties

Patients were asked whether they had a disability or cared for someone with a disability, and if the practice provided easy access to services for these groups of patients. Among the respondents, 15% reported having a disability, while 17% stated that they care for someone with a disability.

Additionally, patients were asked for suggestions on improvements for those with disabilities, including difficulties with speaking, reading, or understanding English. While most respondents were satisfied with the services provided, a few comments highlighted the desire for the following services:

- Regular monitoring of health conditions
- Translation services

Anything else

The final question asked patients what additional factors should be considered when appointing a future provider for the surgery.

The detail of feedback to this question, by theme has been listed below:

- Increased availability of face-face appointments
- Translation services
- Permanent GPs
- Continued Saturday opening

Most of the respondents expressed satisfaction with the current level of service provided at the surgery. Below are some direct quotes from patients:

“It is important to maintain the quality of care we currently receive from the team at prime practice. Doctors, Nurses, Receptionists and all those who back up the services provided do a great job. Thank you!”

“None at this time, I'm happy with the service I get”

“Please don't stop working on Saturdays and don't shorten the hours”

What We Will Do With This Information

Patient feedback is an integral part of the procurement process and only those bidders that take into account patient feedback and how they will address these issues will be awarded additional points when their bids are assessed.

The new contract that will be put in place has been created to ensure that the same consistent high level of service is provided to patients at surgeries across London. This includes:

- Maintaining the level of Reception service currently provided.
- Patients will be able to book appointments in a number of ways: in person at reception; by telephone; or online via the surgery website.
- Accommodate the need for patients to be able to see either a male or female GP based on patient preference.
- Involve patients in relevant decisions about the services provided within the practice

Any concerns and comments which relate to other services which are outside of the registered GP list will be passed on to the organisations who commission these services.

ANNEX 1 (Statistics)

Practice Name:	Broad Street Medical Centre	Practice Code:	Y01719	List Size (Oct 24):	9104
Borough: Barking and Dagenham			Responsible Commissioner: NHS North East London		
Date Consultation Commenced: 31 October 2024			Date Consultation Completed: 18 November 2024		
Date of Report: 30 November 2024			Report Written By: Adeel Aksar		

Written Communications					
Letter sent to:	Yes / No (If no, explain why)	Date sent (1)		Date sent (2)	Date sent (3)
Registered Patients	Y	31/10/24			
Practice Patient Participation Group	No – Engagement session held at practice				
Incumbent Provider	Y	31/10/24			
Overview & Scrutiny Committee	N				
Healthwatch	N				
MP (Name):					
Councillors (Name):					
Press Release Prepared? Yes / No	No				
Date sent:	Name of publication:			Date published:	
N/A	N/A			N/A	

This proposed procurement has been reviewed by the Place Partnership Groups. There have been no comments received from stakeholders. Further communications to stakeholders will go out in December via a newsletter.

Issues / Themes Arising from Written Communications		No./Source of Responses Highlighting this Point
	N/A	

Meetings									
	Date	Time	Venue				No. of Attendees		
Patient Engagement 1	07/11/2024	11.00 to 12.00	Practice				5		
Patient Engagement 2	07/11/2024	10.00 to 11.00	Virtual				0		
Issues / Themes Arising from Meetings							No./Source of Responses Highlighting this Point		
Issue:	Patients were unaware of all the services currently offered at the practice.						3		
Issue:	Patients were unaware of PPG.						1		
Issue:	Patients were unsure how to fully utilise online services. The practice will organise a patient training session to help.						2		
Patient Survey									
Date Online Survey launched: 31/10/2024		Date Online Survey closed: 18/11/2024				No. of Responses: 68			
Date Paper Survey launched: 31/10/2024		Date Paper Survey closed: 18/11/2024				No. of Responses: 5			
Translations of Paper Survey requested: (tick all applicable)	Tamil	0	Somali	0	Urdu	0	Bengali	0	
	Other (please specify):					0			
Issues / Themes Arising from Patient Surveys							No. of Responses		

		Highlighting this Point
Accessing a Clinician	Although patients are open to using telephone or video consultations, their preferred option is to have a face-to-face consultation.	12
Reception	Most respondents were satisfied with reception services.	50
Patient Choice	More than half of the patients felt that it was important to be able to request a male or female GP.	37
Self-care	Over half of the respondents were satisfied with the information available for self-care and treatment.	38
Current Services	Apart from being able to see a GP or nurse, patients lacked awareness of other services provided by the practice.	24
Future Services	Most of the patients that responded would like a blood testing service available at the surgery.	14
Website	Patients would like to be able to do the following using their surgery's website: <ul style="list-style-type: none"> • Access medical records • Book appointments • Order repeat prescriptions 	58
Patient Engagement	Most patients that responded believe that it is important for PPGs to be involved in decision-making about services and standards at the practice.	51