

**APMS Procurement
Patient and Public Engagement Report
E16 Health Albert Rd & Pontoon Dock**

**Pontoon Dock
Royal Wharf
North Woolwich Rd**

**The Practice
76 Albert Rd
E16 2DY**



NHS North East London

November 2024



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 E16 Health, and to outline how this feedback will affect the plans.

Background

GP services at E16 Health are currently managed by Operose Health (formerly AT Medics). In July 2015, AT Medics was awarded the contract to provide services from two sites, Pontoon Dock, Royal Wharf, North Woolwich Rd, E16 2TH and Albert Rd E16 2DY on a 5-year contract with the option of a further 5-year extension

GP services are currently provided at both sites from Monday – Friday 08:00-18:30 and Saturday 09:00-13:00.

As part of the 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

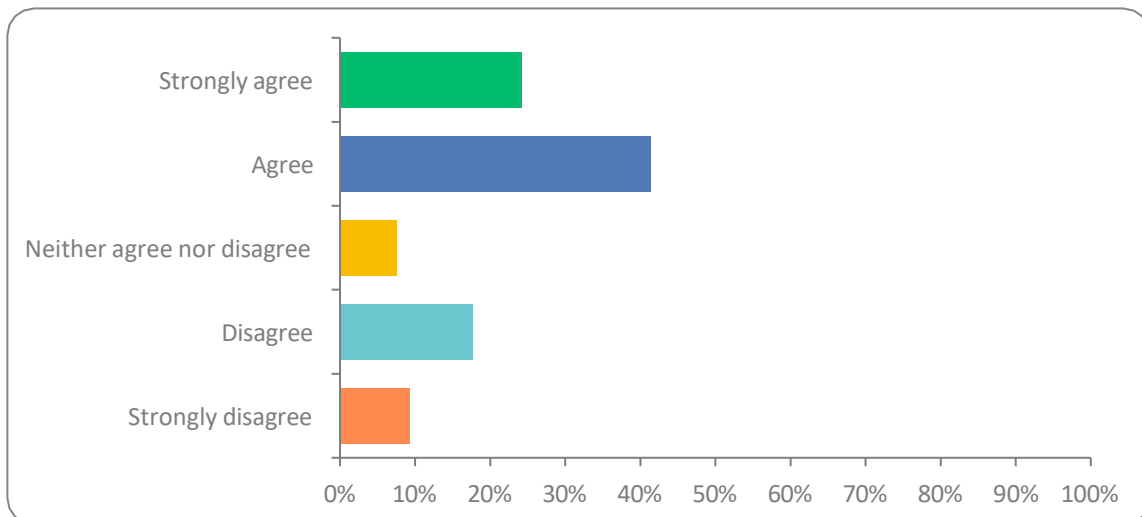
Letters were sent to all registered patients aged 16 and over informing them of the forthcoming procurement at the beginning of November 2024. Patients were invited to attend two patient consultation sessions organised on 7 November 2024 which were attended by officers from NHS North East London. Patients were asked to give their views on what they liked and what could be improved at the practice. A presentation was given to patients explaining the procurement process and were invited to ask questions/provide comments. Sessions took place face-to-face at the practice and the second session which took place virtually. All patients who attended these events were invited to complete either the online or paper patient survey. Feedback from sessions focussed on issues with the Dr IQ app and getting through to reception.

The patient survey was launched on 31 October 2024 and ran until 18 November 2024. Paper surveys were made available at the practice for patients without online access. 269 responses were received to the patient survey in total.

What You Told Us

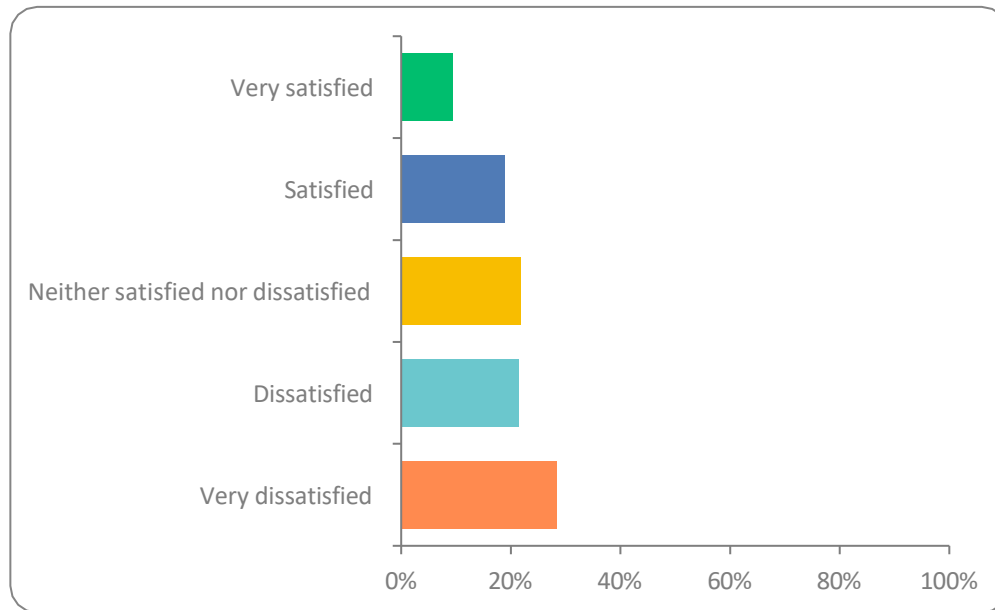
The following comments and themes came out of the patient survey and some direct quotes have been included where relevant.

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



Most patients were happy with the opening hours of the practice, with over 65% of respondents either agreeing or strongly agreeing that the opening hours currently offered by the practice as meeting their needs.

Reception Services



Only 27% of patients were satisfied with reception services at the practice (including those who were very satisfied or satisfied). 49% of respondents reported being very dissatisfied or dissatisfied with services provided by reception and is an area in need of addressing. A reasonably high number of respondents (28%) reported that they were neither satisfied or dissatisfied with reception services.

Comments from patients varied with some positive comments but a high number of respondents chose to provide details comments including:

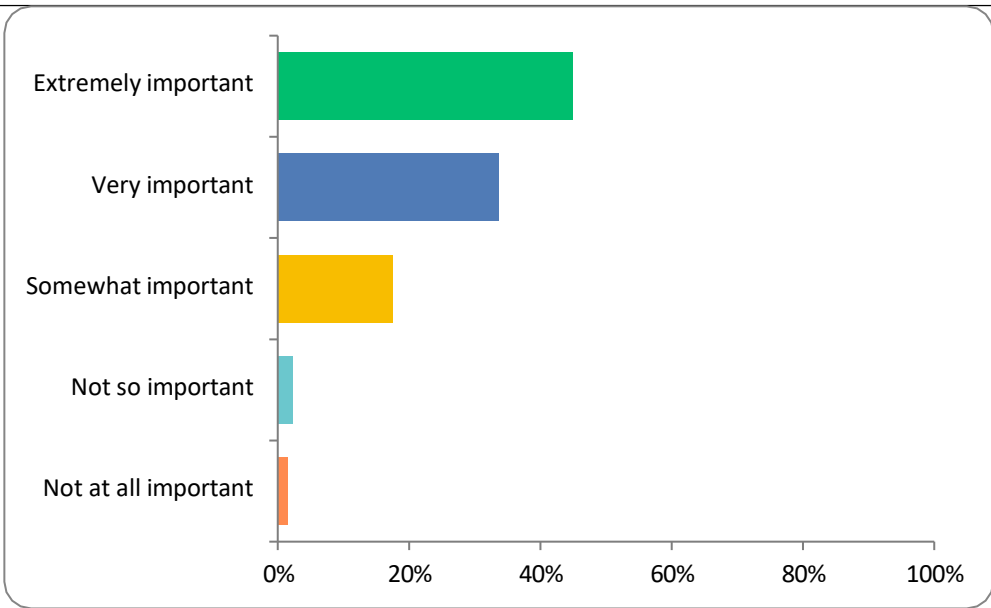
'Reception staff frequently rude and unhelpful. Exhibit a "can't do" attitude.'

'It's almost impossible to book an appointment for the same day and calling the receptionist is the only option unfortunately, but there is enormous waiting time there.'

'The call back feature in booking appointment in the morning never works as the staff sometimes don't give a call or give 2 rings before dropping the call'

'For the most part, receptionists are friendly and do their best to be as helpful as possible'

PPG Involvement within the practice



Most patients feel it's important for the PPG to be involved in appropriate and relevant decisions about services and standards at the practice. Over 96% of respondents feel its either extremely important, very important or somewhat important for the PPG to be involved in decisions about services at the practice. Comments included:

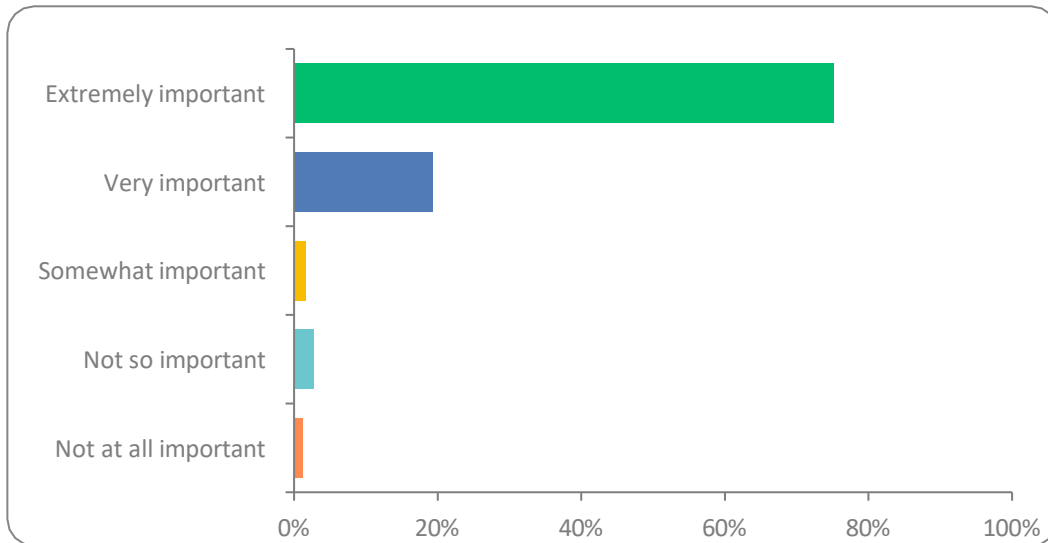
'Haven't heard about this before filling the survey. Would be keen to understand and participate in PPG'

'Very important, the times of meetings is not suitable for me'.

'I would like to be part of this but I don't know how'

'important that there's a good cross section of the practices target group (elderly, mothers, full time workers, etc)

Practice Website



Most patients thought it was important the practice has a website where patients can order repeat prescriptions, book appointments and view their medical records. Over 90% of respondents felt it was either very important or extremely important. Comments include:

'The Dr IQ app was working quite well and was a way to get appointments but the app seems to have suddenly closed with no replacement and the website is not at all helpful'

'don't think the website is capable of anything currently'

'I value being able to order a prescription (despite its flaws) - I value being able to book a consultation (despite it never being open) - The current website does not work, you cannot access repeat prescriptions or book appointments.'

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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 North East London. This includes:

- Maintains the level of Reception service currently provided.
- Patients are involved in relevant decisions about services provided within the practice.

- Patients will be able to book appointments in a number of ways: in person at reception; by telephone; or online via the surgery website.

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:	E16 Health	Practice Code:	Y02928	List Size:	22, 100
Place: Newham		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: Angela Kindrat			

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	N/A					
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 newsletter.

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

Meetings									
	Date	Time	Venue				No. of Attendees		
Patient Engagement 1	7/11/24	11:00 – 12:00	E16 Health, Pontoon Dock, Royal Wharf, North Woolwich Road, E16 2TH				7		
Patient Engagement 2	7/11/24	17:00 – 18:00	MS Teams, Online Event				0		
Issues / Themes Arising from Meetings									
Issue 1:	Issues/concerns with Dr IQ app								
Issue 2:	Getting through to reception on the telephone								
Issue 3:									
Issue 4:									
Patient Survey									
Date Online Survey launched: 31/10/24		Date Online Survey closed: 18/11/24				No. of Responses: 290			
Date Paper Survey launched: 31/10/24		Date Paper Survey closed: 18/11/24				No. of Responses: 2			
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	More patients expressed an interest in online consultations than not.	48
Reception	Although more patients expressed satisfaction with reception services than not, a high proportion reported long waits for the telephone to be answered and the experience being variable.	41
Managing a Long-Term Condition	Patients felt their long-term conditions were well supported by the practice.	13
Website	Patients valued the practice website and expressed satisfaction with DriQ when it is functional	11
Current services	Consider other services to be made available including Mental Health provision and blood testing	17