



North East London

**APMS Procurement  
Patient and Public Engagement Report**

**Francis Road Medical Centre  
94 Francis Road  
London  
E10 6PP**



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 Francis Road Medical Centre, and to outline how this feedback will affect the plans.

### Background

GP services at Francis Road Medical Centre are currently managed by Addison Road Medical Centre. In October 2023, Addison Road Medical Centre was awarded a short-term caretaking contract following the decision of the former contract holder to hand back their NHS contract. The initial caretaking contract was issued for a duration of 12 months; however, this was further extended until 30 September 2025 to fit in with procurement timelines and not cause any disruption to patient services.

GP services are currently provided from 8:00 am to 6:30 pm, Monday – Friday only.

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

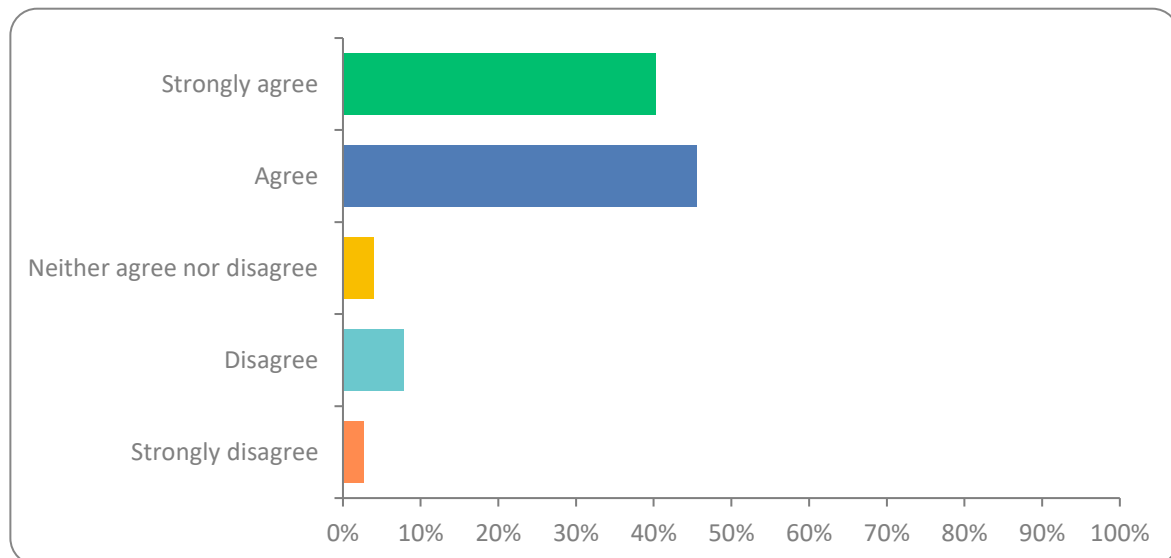
Letters were sent to all registered patients aged 16 and over informing them of the forthcoming procurement at the beginning of November 2024. Patients were invited to attend two patient consultation sessions organised on 12 November 2024, which were attended by officers from NHS North East London. Patients were asked to give their views on what they liked and what could be improved at the practice.

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. responses were received to the patient survey in total.

## What You Told Us

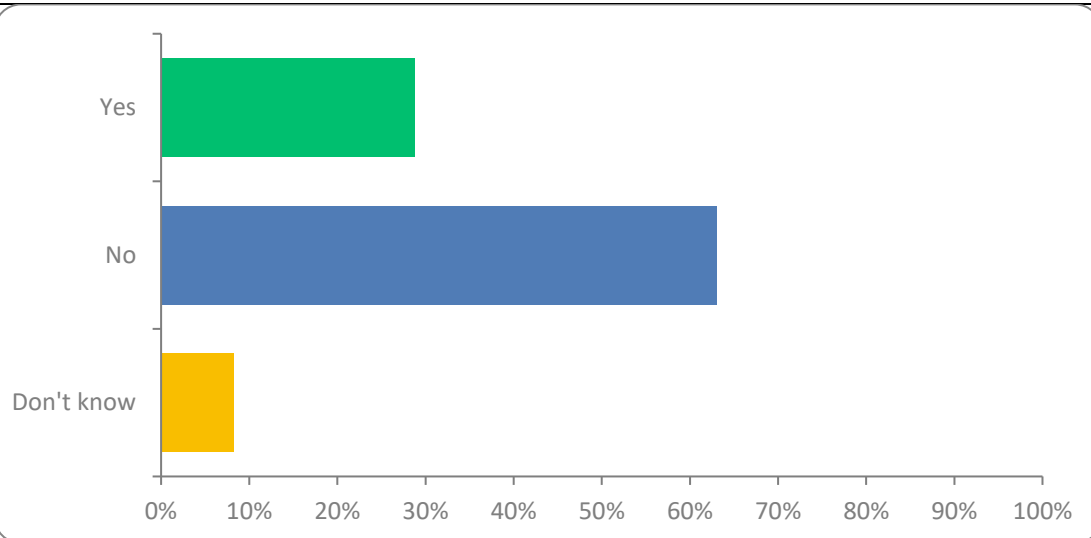
The following comments and themes came out of the patient survey and some direct quotes have been included where relevant.

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



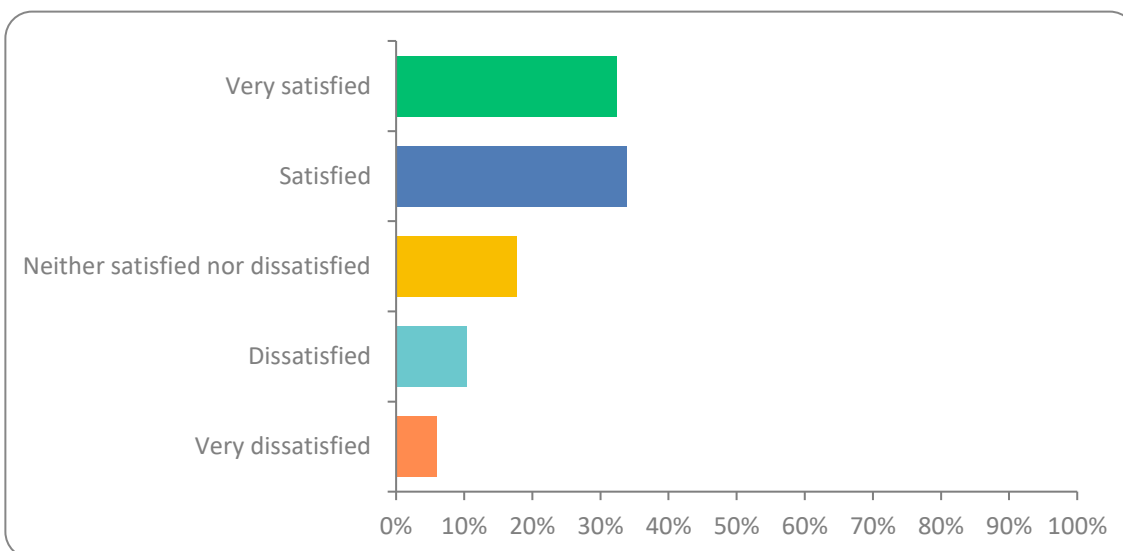
The vast majority of patients were happy with the opening hours of the practice, with over 85% of respondents either agreeing or strongly agreeing that the opening hours currently offered by the practice as meeting their needs.

**Have you ever gone to a hospital Accident and Emergency department or an Urgent Care centre rather than trying to see a GP?**



28% of respondents said they had attended A&E than trying to see a GP. However, of those most comments suggested that these respondents required medical attention outside of GP working hours.

**How satisfied are you with reception services at your practice?**



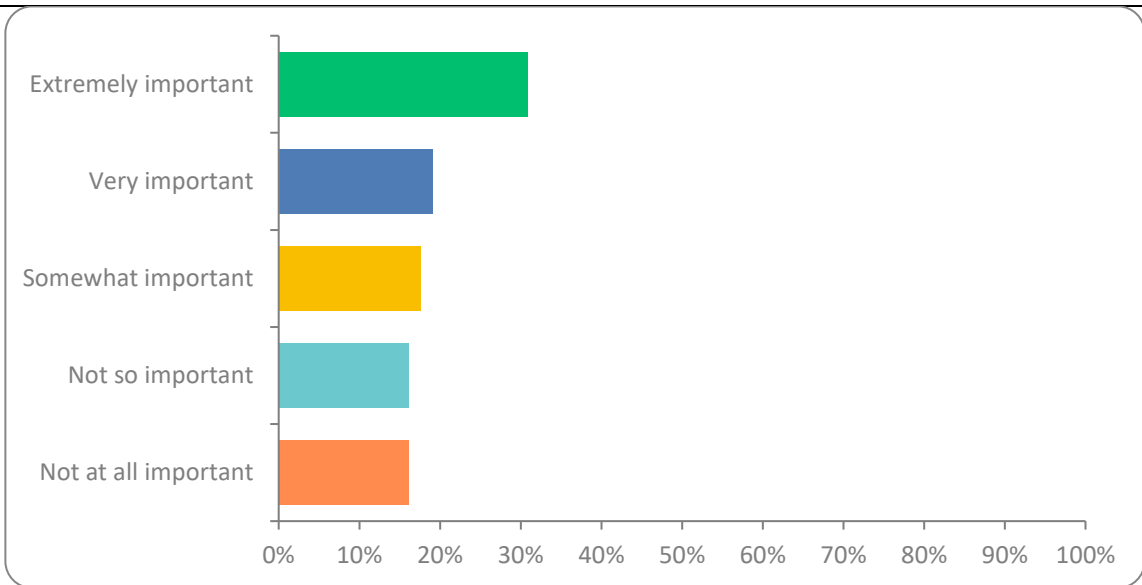
Over 66% of respondents were either satisfied or very satisfied with the reception services at the practice. Comments from patients included:

*‘Easy to speak with reception. They are helpful’*

*‘Every time I went to the GP, the receptionist were nice and polite’*

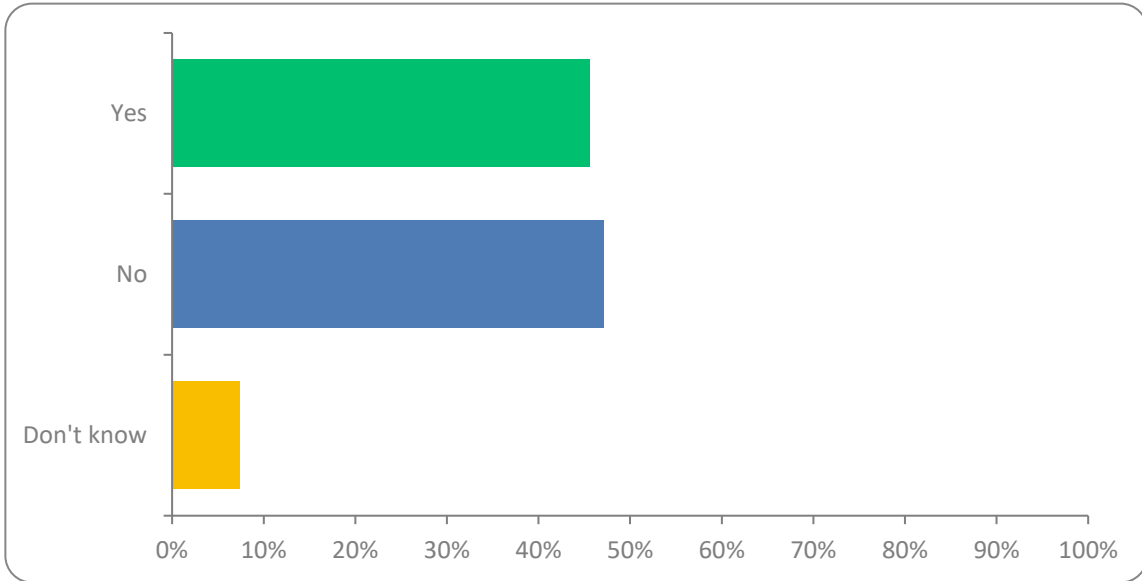
*‘Staff is polite, listen and works hard to resolve your queries’*

**How important is it to be able to request to see either a male or female GP?**



The majority of respondents felt there an element of importance in seeing either a male or female GP. The largest response was extremely important with 31% and 19% saying it was very important.

**Do you consider yourself, or someone you care for, to have a long-term condition?**



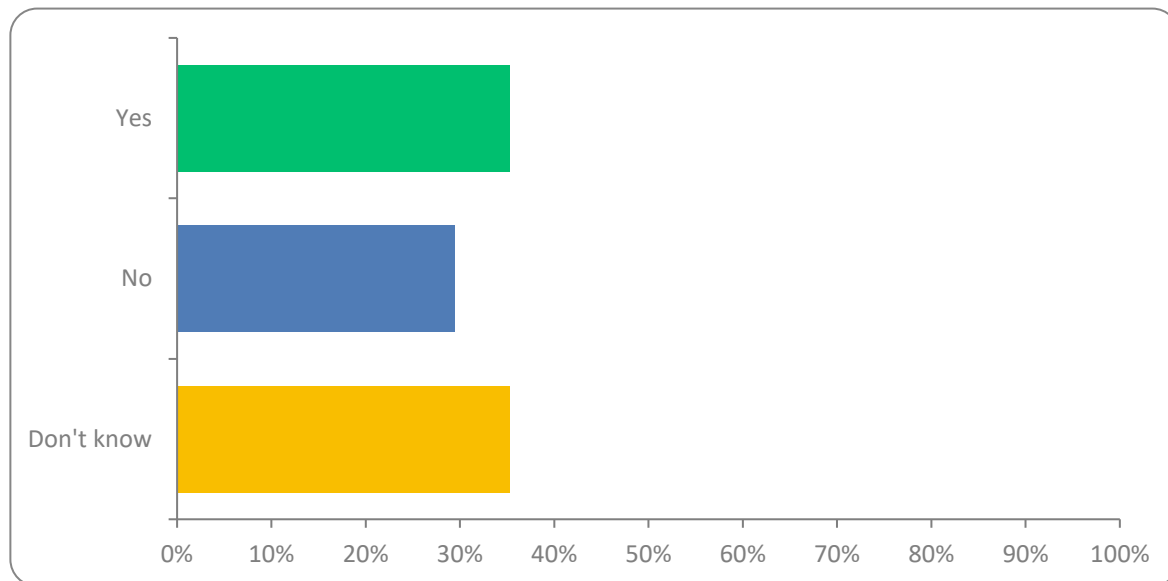
While the majority of respondents don't consider themselves as having or caring for someone with a long-term condition, 45% of respondents do. Comments from patients included:

*'Lack of information awareness. Surgery should guide patients about clinics such as menopause, mental health. Also have care for disabled people'*

*'Medical files and communication between the hospital and the medical centre are not happening. My medical file is not available at the medical centre or the other way around, which is not great.'*

*'I have IBS and there is very little support available. I have had all tests and treatment provided privately. When the NHS GP originally diagnosed me three years ago, they didn't offer any further tests or information about from try the low fodmap diet'*

**Apart from being able to see a GP or nurse when you are ill, are there any other services currently provided at your GP surgery that you particularly value?**



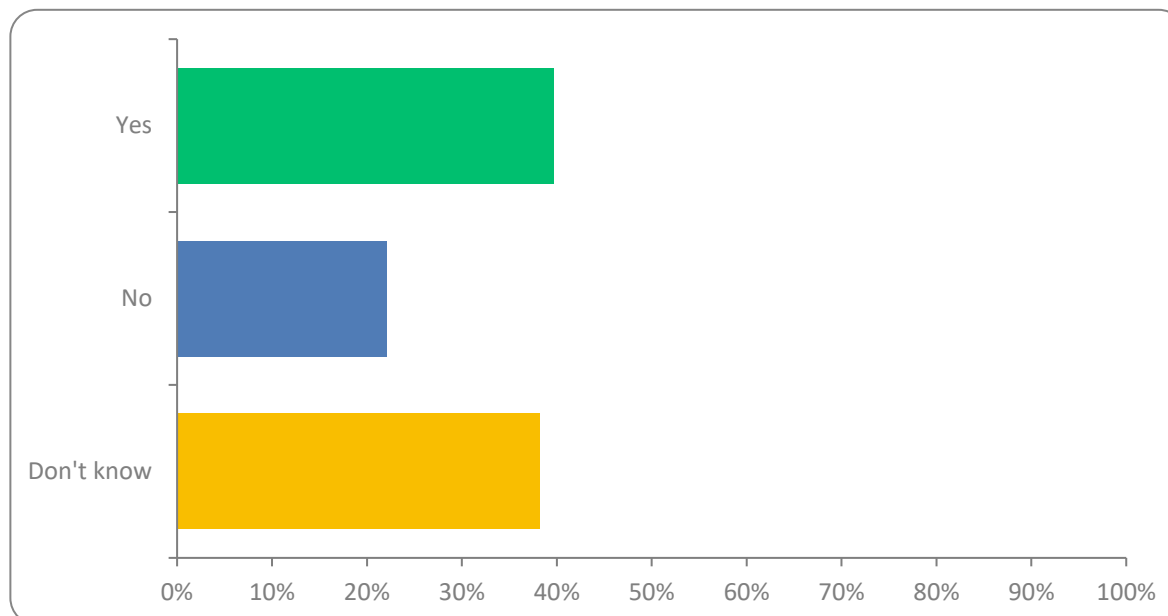
There was an even split in responses to which other services are of value that are currently provided at the practice. Comments from patients included:

*'I will do my blood test next week in the clinic, in the past I was going to other place. If you added this service recently, it is great and helpful.'*

*'Being able to make an appointment or callback request online instead of sitting in a phone queue. Blood tests at the gp.'*

*'Blood test in the surgery with no queue ,very helpful.'*

**Are there any other services that you would like to see provided at the surgery?**



Nearly 40% of respondents felt there were other services that they'd like to see provided at the practice. Comments from patients included:

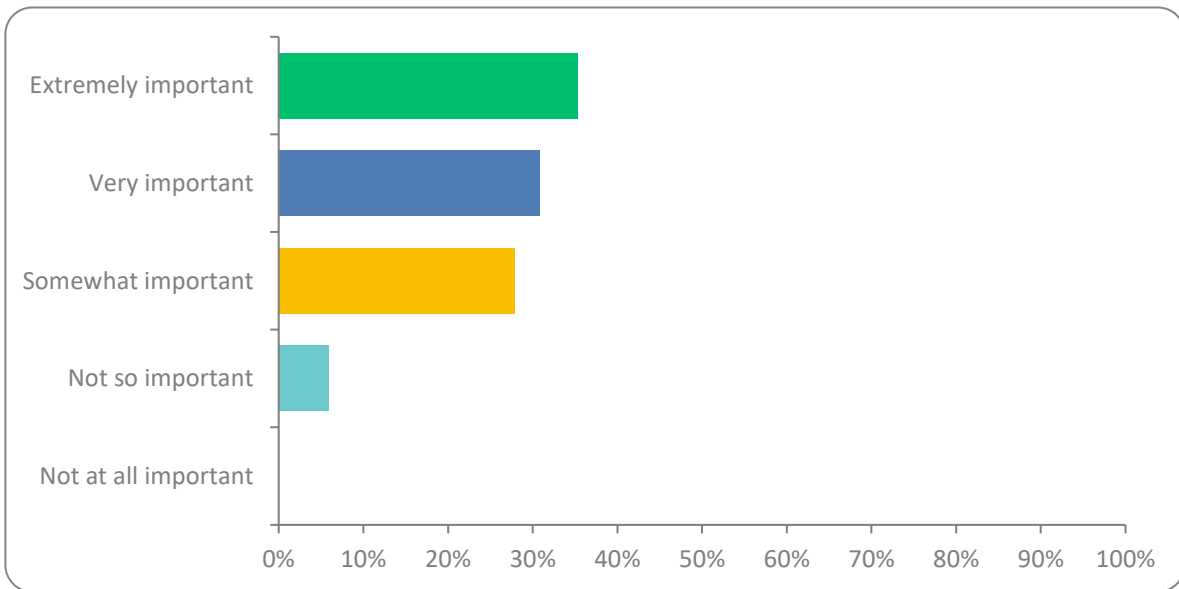
*'I have seen that self swab cervical screenings now exist, which are much smaller than the usual speculum situation - I would like to see these available as they would be easier and more comfortable for many, especially people with vaginismus or trauma who may struggle with regular smear tests'*

*'Midwifery'*

*'Nutritional advice'*

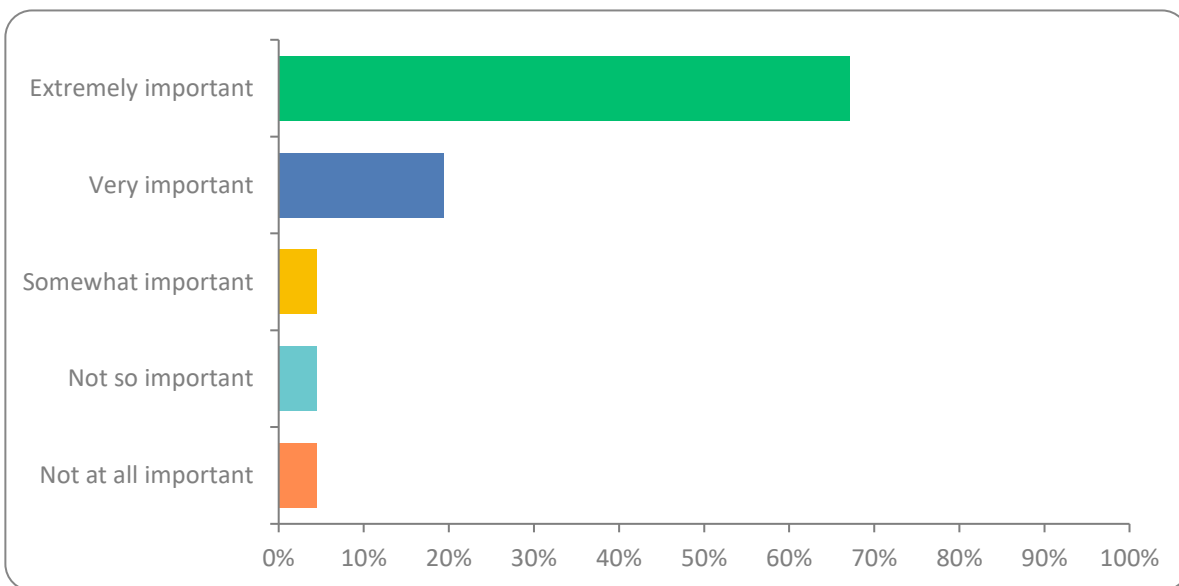
*'Therapy/counselling'*

**How important is it that the practice involves the PPG in appropriate and relevant decisions about services and standards at the practice?**



The vast majority of respondents agreed there was a degree of importance in the PPG being involved in decisions about services and standards at the practice, with over 94% of respondents saying it was either somewhat important, very important or extremely important.

**How important is it that your surgery has a website from which you can order repeat prescriptions, book appointments and view your medical record?**



67% of respondents felt it was extremely important the practice has a website that allows for booking appointments, ordering repeat prescriptions and viewing their medical record. Comments from patients included:

*'Your website is amazing, a soon I fill up all the question, someone calls me and propose a solution for what I asked for, special for the appointment booking.'*

*'It is easy to use and much more time efficient - I don't always have the time or resources to make a long call but I can share details and make the requests I need through the website. It also allows us to specify what we need or what ails us quite specifically which means the gp that ends up taking the appointment is already aware of the situation'*

*'It's so much quicker and more convenient to make appointments via the website than over the phone'*

### **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:

- Accommodate the need for patients to be able to see either a male or female GP based on patient preference.
- Maintain the current provision on the practice website, via Klink, to allow for booking appointments online and immediate call back from the practice.
- Maintain newly provided services such as blood tests at the practice.
- Consider new service provision within the practice such as mental health services and women's health clinics.

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)

<b>Practice Name:</b>	Francis Road Medical Centre	<b>Practice Code:</b>	F86696	<b>List Size:</b>	7566
<b>Place:</b> Waltham Forest		<b>Responsible Commissioner:</b> NHS North East London			
<b>Date Consultation Commenced:</b> 31 October 2024		<b>Date Consultation Completed:</b> 18 November 2024			
<b>Date of Report:</b> 30 November 2024		<b>Report Written By:</b> Benjamin Smith			

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					
Incumbent Provider	Y	31/10/24			
Overview & Scrutiny Committee					
Healthwatch					
<b>MP (Name):</b>					
<b>Councillors (Name):</b>					
<b>Press Release Prepared?</b> Yes / No		No			
<b>Date sent:</b>	<b>Name of publication:</b>		<b>Date published:</b>		
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	N/A	N/A

Meetings									
	Date	Time	Venue				No. of Attendees		
Patient Engagement 1	12/11/24	11:00 – 12:00	Francis Road Medical Centre, 94 Francis Road, E10 6PP				0		
Patient Engagement 2	12/11/24	17:00 – 18:00	MS Teams Online Event				0		
Issues / Themes Arising from Meetings									
Issue 1:	N/A								
Issue 2:									
Issue 3:									
Issue 4:									
Patient Survey									
Date Online Survey launched: 31/10/24		Date Online Survey closed: 18/11/24				No. of Responses: 77			
Date Paper Survey launched: 31/10/24		Date Paper Survey closed: 18/11/24				No. of Responses: 43			
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		

		<b>Highlighting this Point</b>
<b>Accessing a Clinician</b>	Patients noticed an improvement in accessing a clinician since the caretaker provider had been put in place.	73
<b>Reception</b>	Patients enjoy the reception services currently provided.	68
<b>Website</b>	Patients enjoyed the current Klinik system for booking appointments and call back from the practice.	41
<b>Current services</b>	Patients were satisfied with services provided including blood tests.	31
<b>Other service provision</b>	Consider other services to be available at the practice, such as Women's Health, Mental Health and Weight Management clinics.	32