

Meeting: Primary Care Commissioning Committee

Meeting Date	24 November 2021	Action	Consider
Item No.	9	Confidential	No
Title	Garden City Patient Participation Group Survey Results		
Presented By	Rachele Schofield, Senior Commissioning Manager - Primary Care		
Author	Rachele Schofield, Senior Commissioning Manager - Primary Care		
Clinical Lead	Dr Catherine Fines, Chair and Primary Care Clinical Lead		

Executive Summary

On 8 June 2021, SSP Health began delivery of the contract at the Practice a period of mobilisation commenced. As part of the ongoing contract mobilisation, Primary Care Commissioning Committee requested that a survey be sent to the Patient Participation Group (PPG) following their first 6 months in post to seek their feedback on the practice.

The following paper has been written to provide feedback on the results of that survey which was conducted in September 2021.

Recommendations

Primary Care Commissioning Committee are asked to:

- Note the survey results
- Approve the next steps to monitor improvement and progress via the:
 - Practice promotion of available clinics and services with Clinical Pharmacists, Health Care Assistants (HCAs) and Phlebotomists
 - Practices own survey results
 - General Practice Patient Survey (GPPS) results
 - Friends and Family Test (FFT) results (when available)

Links to CCG Strategic Objectives

SO1 - To support the Borough through a robust emergency response to the Covid-19 pandemic.	<input type="checkbox"/>
SO2 - To deliver our role in the Bury 2030 local industrial strategy priorities and recovery.	<input type="checkbox"/>
SO3 - To deliver improved outcomes through a programme of transformation to establish the capabilities required to deliver the 2030 vision.	<input checked="" type="checkbox"/>
SO4 - To secure financial sustainability through the delivery of the agreed budget strategy.	<input type="checkbox"/>

Links to CCG Strategic Objectives
Does this report seek to address any of the risks included on the Governing Body Assurance Framework? If yes, state which risk below:
GBAF

Implications						
Are there any quality, safeguarding or patient experience implications?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>
Has any engagement (clinical, stakeholder or public/patient) been undertaken in relation to this report?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input type="checkbox"/>
Have any departments/organisations who will be affected been consulted ?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input type="checkbox"/>
Are there any conflicts of interest arising from the proposal or decision being requested?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>
Are there any financial Implications?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>
Is an Equality, Privacy or Quality Impact Assessment required?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>
If yes, has an Equality, Privacy or Quality Impact Assessment been completed?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>
If yes, please give details below:						
If no, please detail below the reason for not completing an Equality, Privacy or Quality Impact Assessment:						
Are there any associated risks including Conflicts of Interest?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>
Are the risks on the CCG's risk register?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>

Governance and Reporting		
Meeting	Date	Outcome
N/A		

Garden City Patient Participation Group Survey Results

1 Introduction

- 1.1 On May 4 2020 Dr Al-Dubbaisi, the single-handed contract holder of Garden City Medical Centre, sadly passed away. This resulted in the termination of his General Medical Services contract.
- 1.2 On 7 June 2020, Huntley Mount Medical Centre commenced in their role as caretaker of the practice whilst a robust procurement process took place to appoint a long term Alternative Provider Medical Services (APMS) provider of medical services for the practice.

2 Background

- 2.1 On 8 June 2021, SSP Health (SSP) began delivery of the contract at the Practice a period of mobilisation commenced. As part of the ongoing contract mobilisation, Primary Care Commissioning Committee requested that a survey be sent to the Patient Participation Group (PPG) following their first 6 months in post to seek their feedback on the practice.
- 2.2 The following paper has been written to provide feedback on the results of that survey which was conducted in September 2021 (Appendix 1).

3 Patient Participation Group Survey Development

- 3.1 The Primary Care Team worked with One Community and Garden City Medical Centre to produce a survey which would draw out patient feedback on their experiences with Garden City Medical Centre now SSP have completed their first 6 months in post.
- 3.2 The questionnaire was sent to each member of Garden City Medical Centre's PPG (21 in total), on 3 September 2021 opening for a period of 4 weeks with a polite reminder to complete issued at the 2 week mark. The survey contained a variety of questions to establish how long patients had been registered at Garden City, frequency of use over the last 6 months and overall satisfaction with the care received.
- 3.3 The visitor's summary shows that there were:
 - 21 Aware Visitors (PPG members who have clicked onto the project page)
 - 17 Informed Visitors (PPG members who have clicked on the project page and then navigated to another part on One Community)
 - 13 Engaged Visitors (PPG members who have actually submitted responses)
- 3.4 Please note however that the total number of PPG members completing the survey was actually 15 as One Community received 3 handwritten returns which they entered on the patient's behalf which registered as only 1 engaged person.
- 3.5 On this basis, the survey received a response rate of 88% and, whilst it would have

been ideal to have all PPG members complete the survey, the completion rate was encouraging and higher than that seen for the GPPS issued to patients of the practice in January 2021, which saw a completion rate of just 50%.

4 Survey Results

4.1 The results received must be taken in context. 92.9% of responders have been patients at Garden City for over 10 years and are still coming to terms with the loss of Dr Al- Dubbasis, the changes that have taken place at the practice since that time and also the changes that have taken place in general practice overall as a result of the Covid-19 pandemic.

4.2 A new practice takes time to become established with its registered population and, noting the positive responses received, SSP have made excellent progress towards this. Of the responding PPG members:

- 100% of respondents confirmed that they were aware of the changes in ownership at Garden City
- 92.9% confirmed that they have:
 - been with the surgery for over 10 years
 - been in touch with the practice in the last 6 months since SSP Health joined the practice
 - contacted the surgery between 1 and 10 times in the last 6 months

4.3 These figures show that those completing the survey have experienced care under SSP and, whilst this will undoubtedly be compared to the care received under Dr Al-Dubbasis given the length of time the patients have been at the practice, there were some excellent results received as well as areas where improvements can be made.

4.4 A strong positive response was noted from the responding PPG members in the following areas:

- 92.9% felt that they have confidence and trust in the Nurses seen at the practice
- 85.7% felt that Nurses were good at listening to them
- 74% found the reception team helpful
- 78.6% felt that they are aware of the services offered by Pharmacists
- 78.6% felt that they were satisfied with the overall cleanliness of the:
 - waiting room
 - consulting room
- 71.4% of the responding PPG felt that:
 - they had sufficient time to address their issues with nurses
 - that their nurse treated them with care and concern
 - were aware of the services offered by GPs
 - felt that that their GP / Advanced Nurse Practitioner:
 - was good at listening to them
 - treated them with care and concern
 - involved them in decisions about their care and treatment plan
 - had trust and confidence in them

4.5 The survey highlighted patient experience as an area for improvement for SSP as feedback was as follows:

- 57.1% of respondents stated that they were not happy the overall patient experience at the practice however;
- 61.5% of patients stated that their experience was positive when they contacted the practice and;
- 71.4% of respondents said they would recommend the practice to family and friends

4.6 Areas which are likely to have impacted on patient experience negatively are:

- 42.9% of patients said they did not find it easy to get through to the practice on the telephone
- 57.1% said that they do not usually speak to or see their preferred GP
- 28.6% of respondents advising that they did not feel they had sufficient time to address their issues with their GP
- 50% were not aware that they could:
 - ask the receptionist to talk in a quiet confidential area if they wish
 - talk in confidence to a receptionist if they had a query of a personal nature

4.7 The survey also showed that the usage of Clinical Pharmacists, Health Care Assistants (HCAs) and Phlebotomists over the last 6 months has been low with 78.6% of respondents stating Not Applicable (N/A) to “*Do you feel you have confidence and trust in the healthcare professional (Health Care Assistant /Phlebotomist, clinical pharmacist) you have seen at the practice?*”

4.8 By promoting the clinics available for patients with these clinicians, it may improve patient experience as they are being seen in a timely manner at the practice by the correct individual which could, in turn, increase GP capacity at the practice for those patients needing to be seen.

5 Wider Engagement

5.1 As part of this exercise, we also engaged with the CQC and Healthwatch to ensure any other patient feedback in the wider system had been captured. Neither organisation have received any patient feedback regarding Garden City Medical Centre since SSP Health have been in situ which reflects the positive comments received via the PPG. The CQC also advised that, given the practices “Good” rating, they have no current plans to revisit the practice.

5.2 The results of the survey have been shared with SSP and they are reviewing the feedback in line with the results of their own patient survey to constantly improve patient experience at the practice.

6 Next Steps

6.1 To ensure continued improvement at the practice, we will ask the practice to promote the completion of the General Practice Patient Survey (GPPS) that will be released to patients in January 2022. This will give a rounded picture of patient feedback where

results can be benchmarked against both CCG and national averages, highlighting any areas where SSP may be outliers.

6.2 We are awaiting the relaunch of the Friends and Family Test (FFT) across general practice however, there has been no national update as to when this will take place. Once that survey comes back online, it will be another tool to use to benchmark patient experience at the practice and to monitor improvement.

7 **Recommendations:**

7.1 Primary Care Commissioning Committee are asked to:

- Note the survey results
- Approve the next steps to monitor improvement and progress at SSP via the:
 - Practice promotion of available clinics and services with Clinical Pharmacists, HCAs, and Phlebotomists
 - Practices own survey results
 - GPPS results
 - FFT results (when available)

Rachele Schofield
Senior Commissioning Manager, Primary Care
November 2021

Appendix 1 – Patient Participation Group Survey Results

Project Report

29 March 2018 - 07 November 2021

One Community

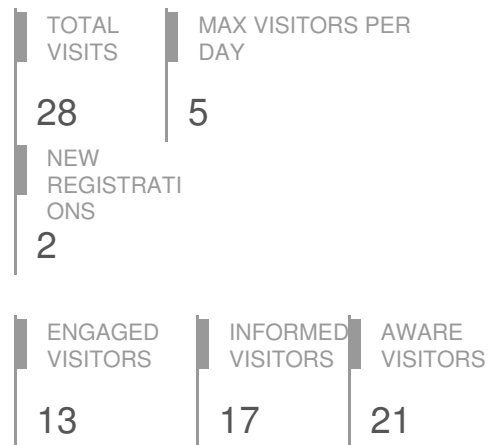
Garden City AMPS Procurement



Visitors Summary

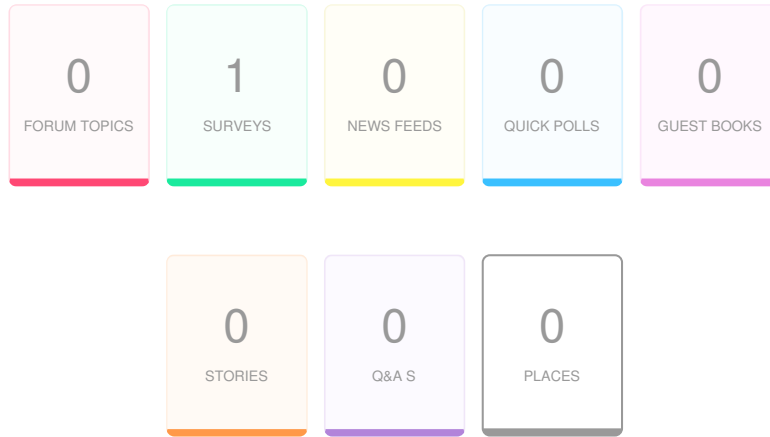


Highlights



Aware Participants		Engaged Participants	
	21		13
Aware Actions Performed	Participants	Engaged Actions Performed	Registered Unverified Anonymous
Visited a Project or Tool Page	21	Contributed on Forums	0 0 0
Informed Participants	17	Participated in Surveys	1 0 12
Informed Actions Performed	Participants	Contributed to Newsfeeds	0 0 0
Viewed a video	0	Participated in Quick Polls	0 0 0
Viewed a photo	0	Posted on Guestbooks	0 0 0
Downloaded a document	0	Contributed to Stories	0 0 0
Visited the Key Dates page	0	Asked Questions	0 0 0
Visited an FAQ list Page	0	Placed Pins on Places	0 0 0
Visited Instagram Page	0	Contributed to Ideas	0 0 0
Visited Multiple Project Pages	4		
Contributed to a tool (engaged)	13		

ENGAGEMENT TOOLS SUMMARY



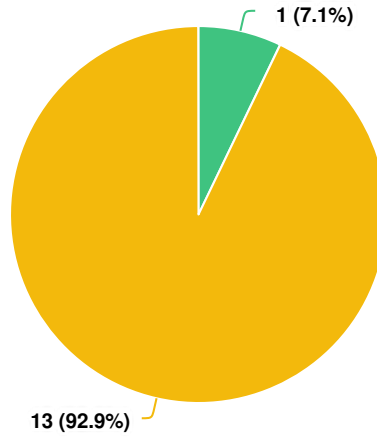
Tool Type	Engagement Tool Name	Tool Status	Visitors	Contributors		
				Registered	Unverified	Anonymous
Survey Tool	Garden City Patient Survey	Archived	17	1	0	12

ENGAGEMENT TOOL: SURVEY TOOL

Garden City Patient Survey

Visitors 17	Contributors 13	CONTRIBUTIONS 15
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How long have you been a patient at Garden City Medical Centre?



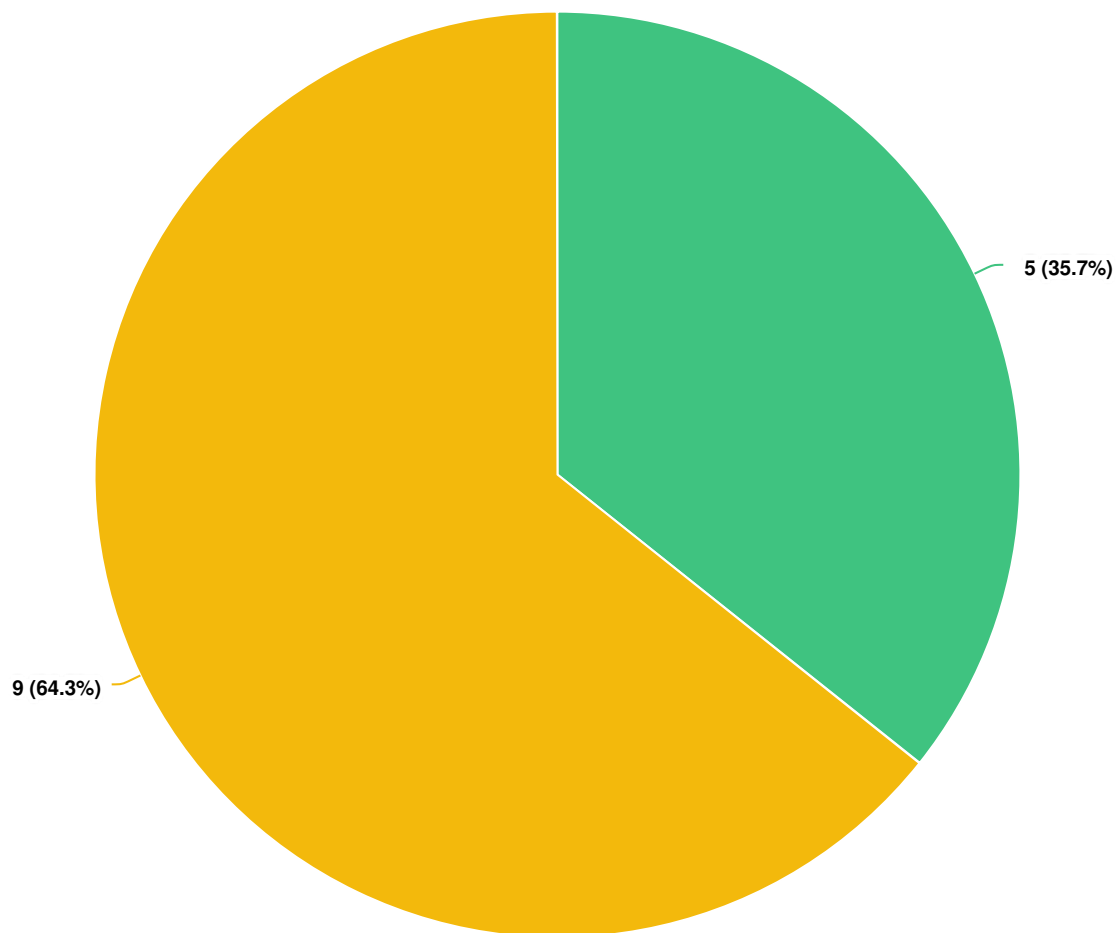
Question options

- 6 - 10 years
- over 10 years

Optional question (14 response(s), 1 skipped)

Question type: Radio Button Question

To which age group do you belong?



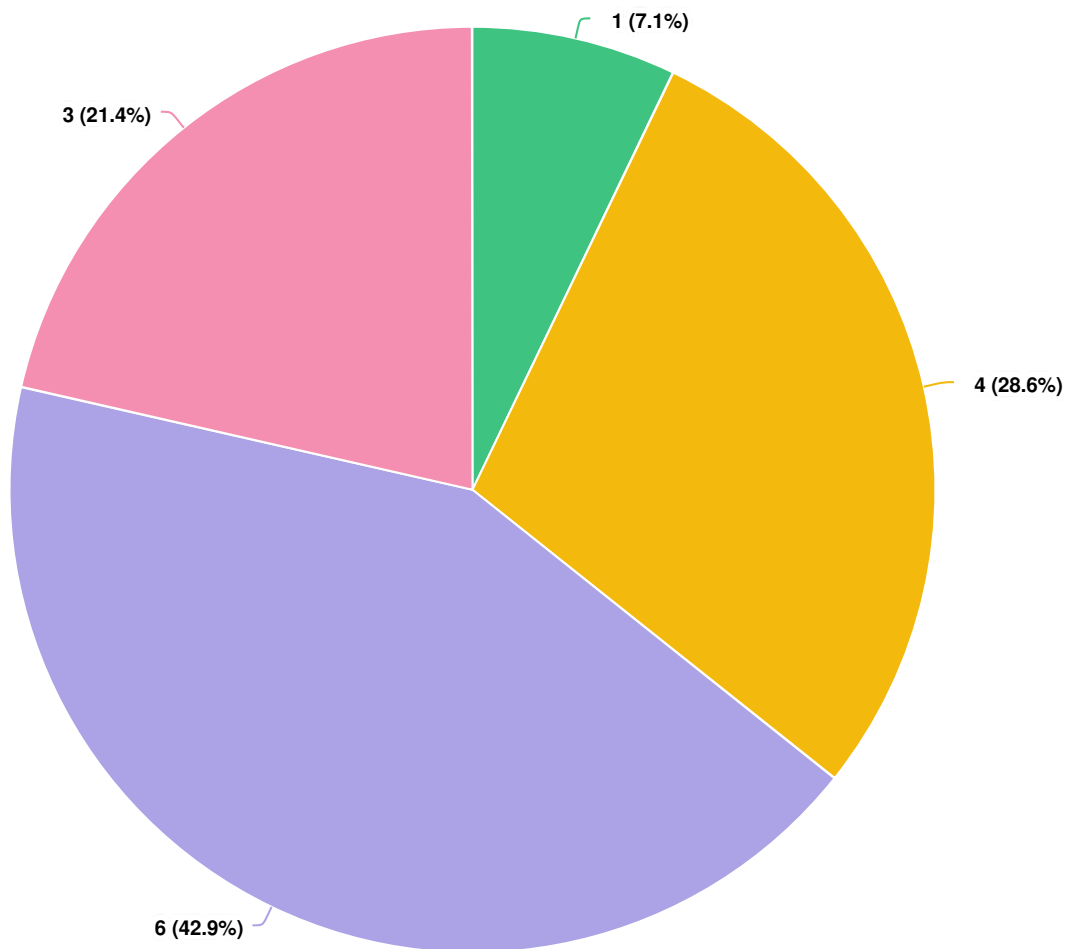
Question options

- 45 - 64
- 65 Over

Optional question (14 response(s), 1 skipped)

Question type: Radio Button Question

Approximately how many times have you contacted the surgery in the last 6 months?



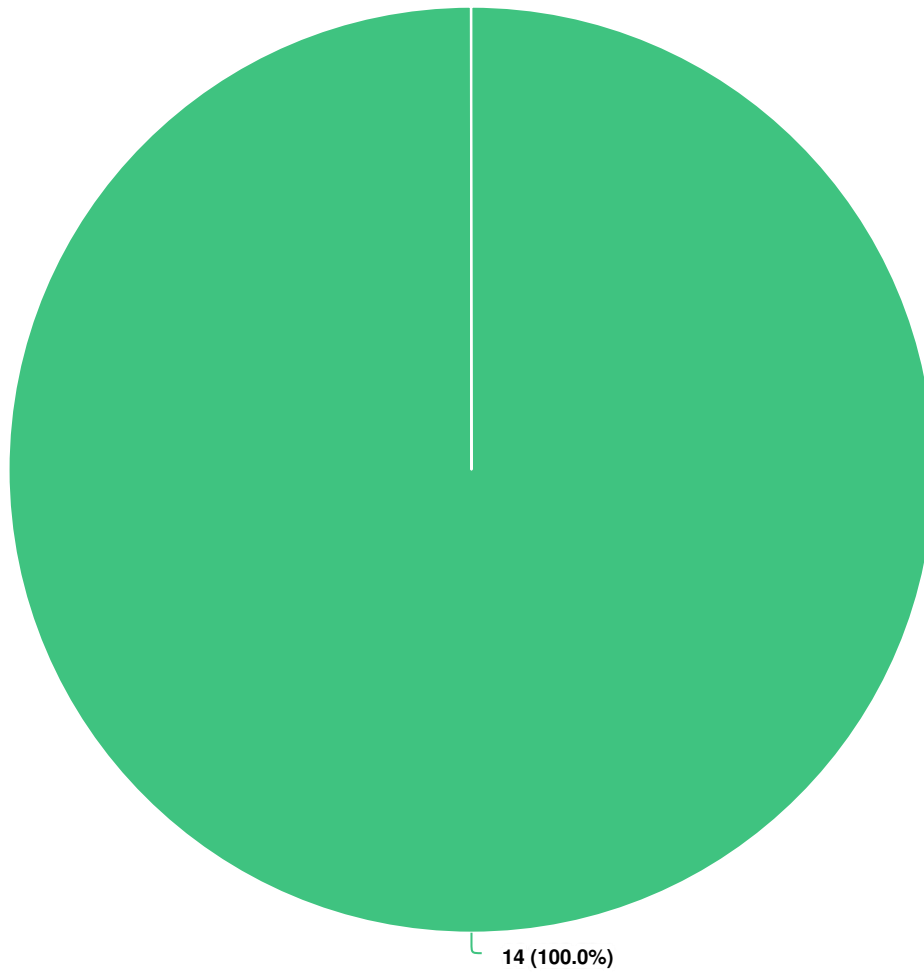
Question options

- None
- 1 - 2
- 3 - 5
- 6 - 10

Optional question (14 response(s), 1 skipped)

Question type: Radio Button Question

Were you aware of the change in ownership at Garden City Medical Practice?



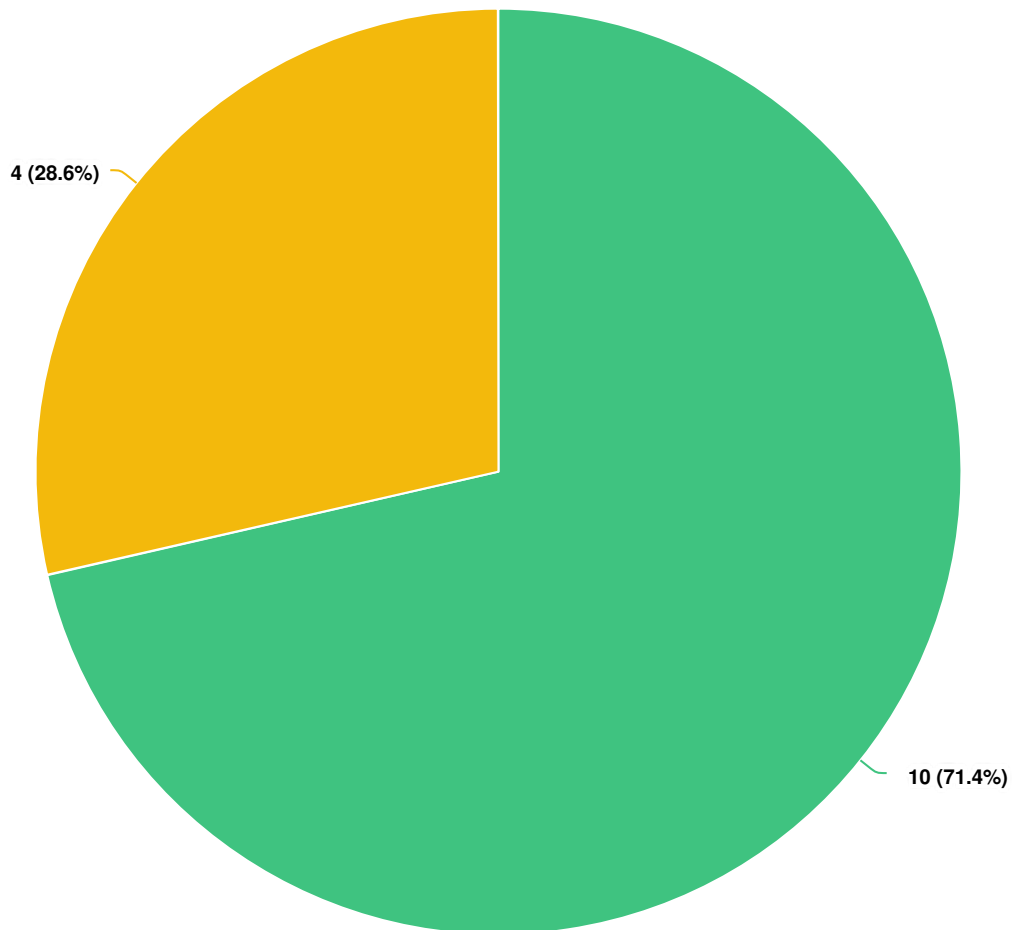
Question options

- Yes

Optional question (14 response(s), 1 skipped)

Question type: Radio Button Question

Do you feel that your opinion was sought during the procurement period?



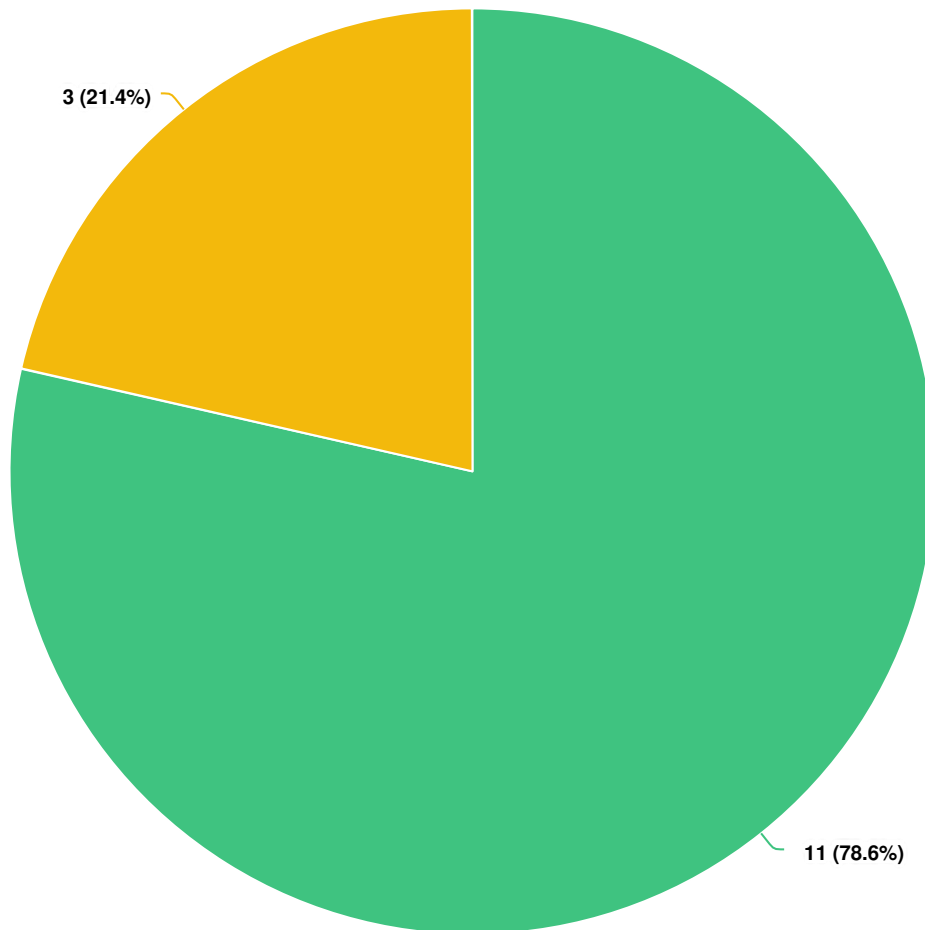
Question options

- Yes
- No

Optional question (14 response(s), 1 skipped)

Question type: Radio Button Question

Have you noticed a change in the care you receive during the last 12 months at the Practice



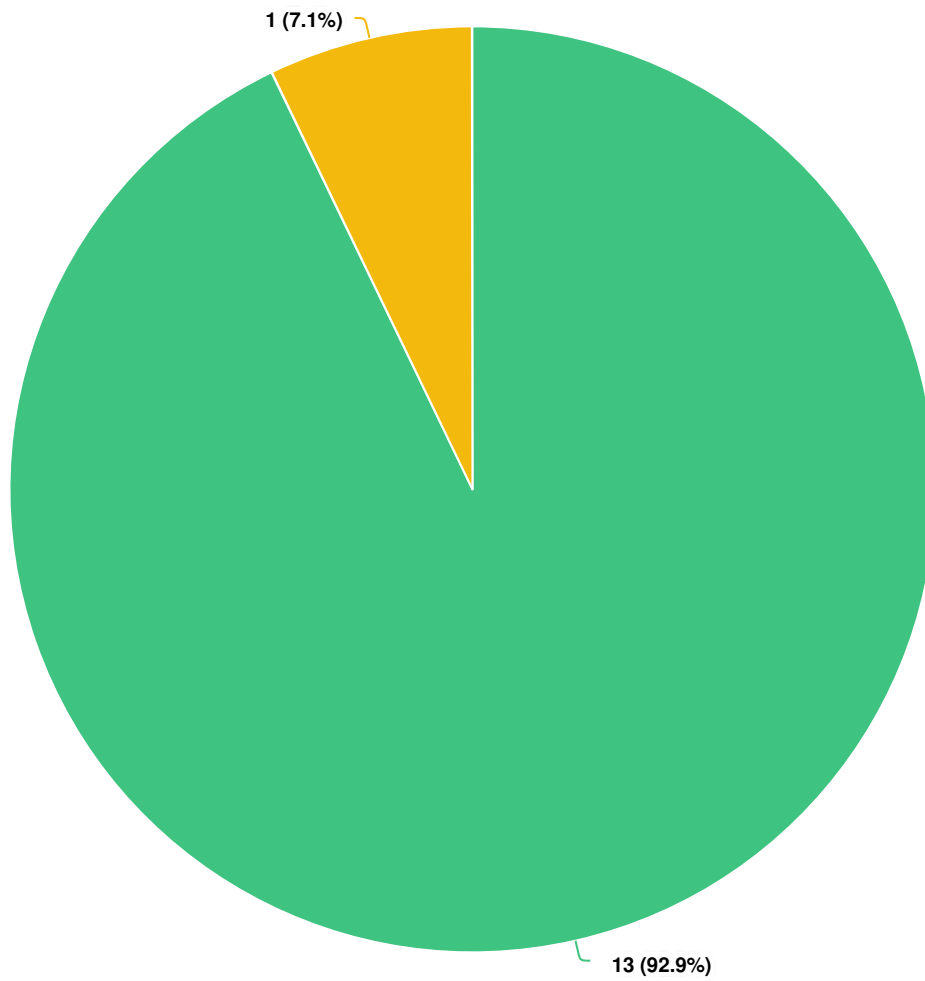
Question options

- Yes
- No

Optional question (14 response(s), 1 skipped)

Question type: Radio Button Question

Have you made contact with the Practice since being managed by SSP Health (8 June 2021)



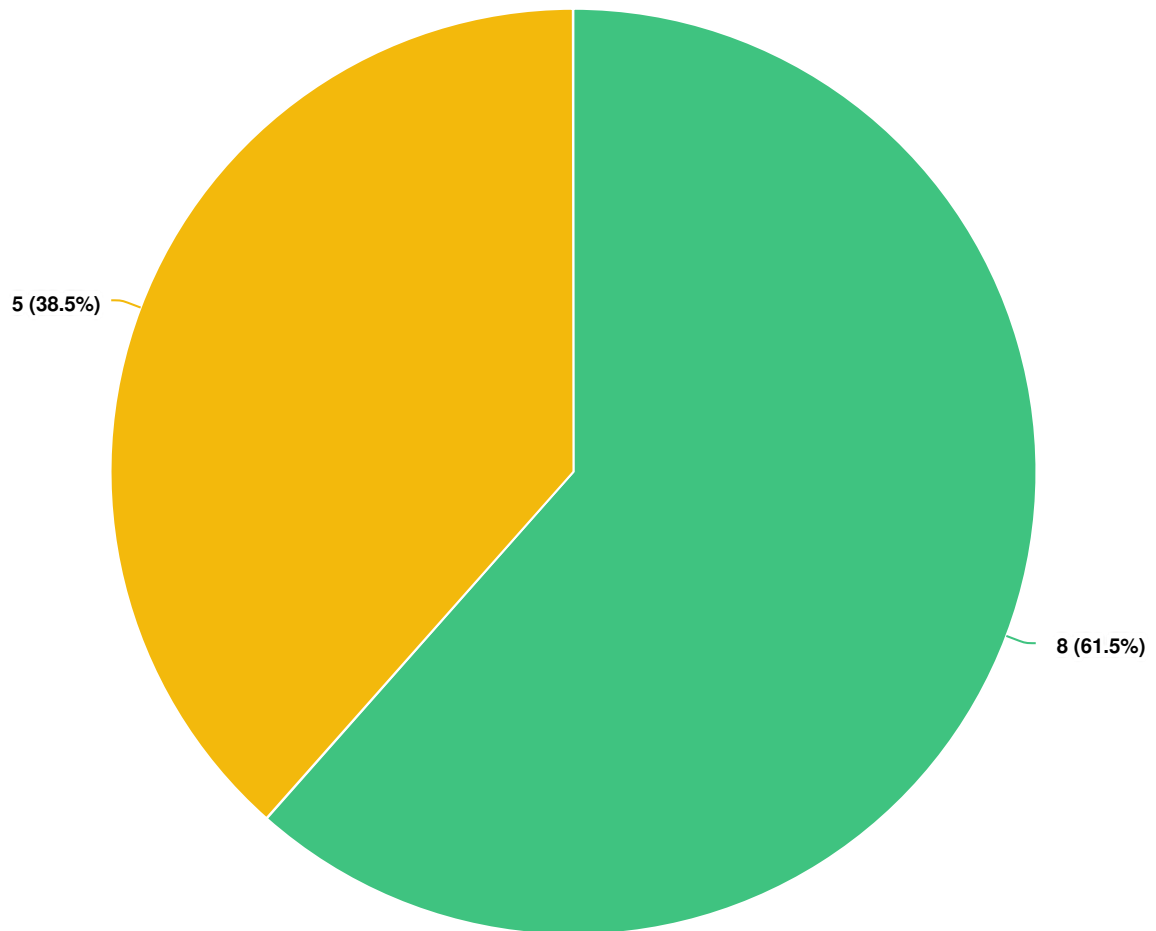
Question options

- Yes
- No

Optional question (14 response(s), 1 skipped)

Question type: Radio Button Question

When you contacted the Practice was your experience positive?



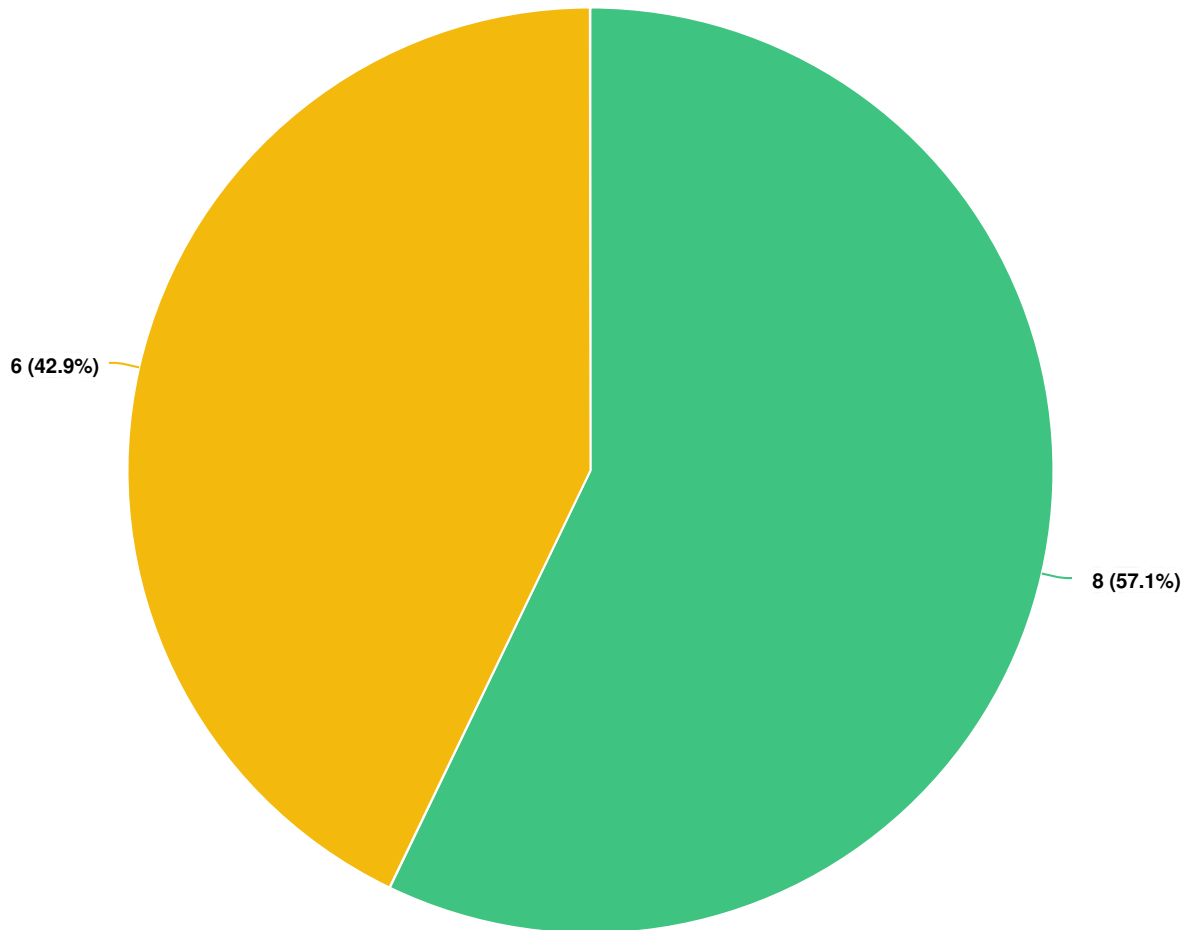
Question options

- Yes
- No

Optional question (13 response(s), 2 skipped)

Question type: Radio Button Question

If you have telephoned the surgery since 8 June 2021, did you find it easy to get through to the practice?



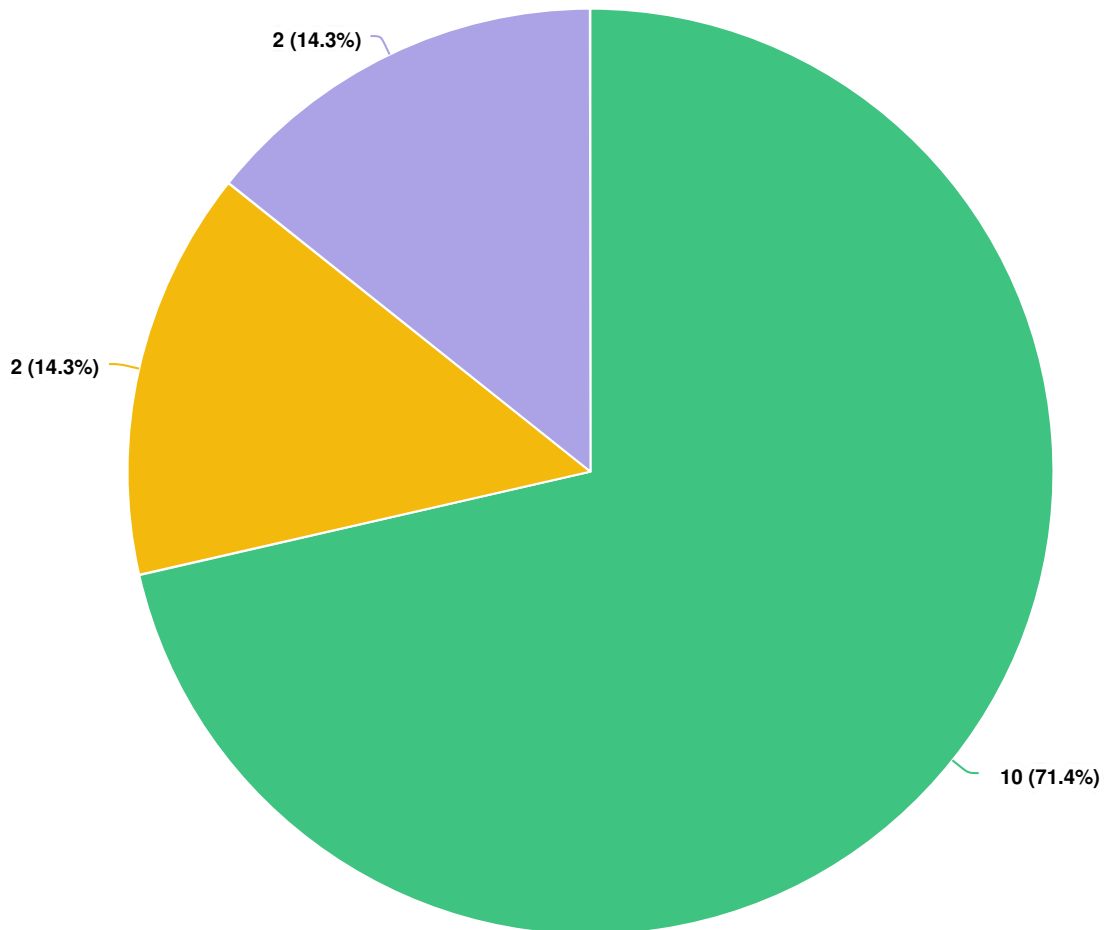
Question options

- Yes
- No

Optional question (14 response(s), 1 skipped)

Question type: Radio Button Question

Do you find the Reception team helpful?



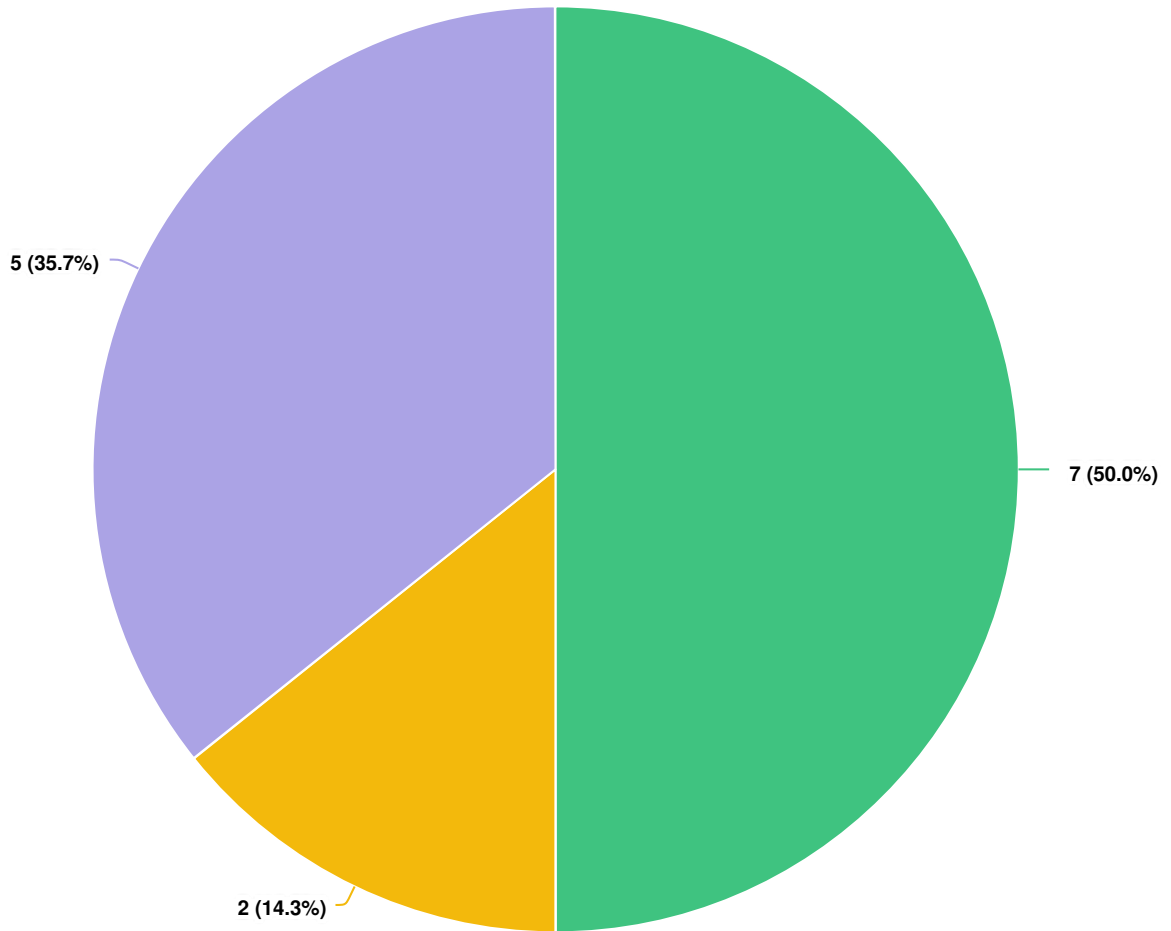
Question options

- Yes
- No
- N/a

Optional question (14 response(s), 1 skipped)

Question type: Radio Button Question

When at the reception desk do you feel you can talk in confidence if you have a query of a personal nature?



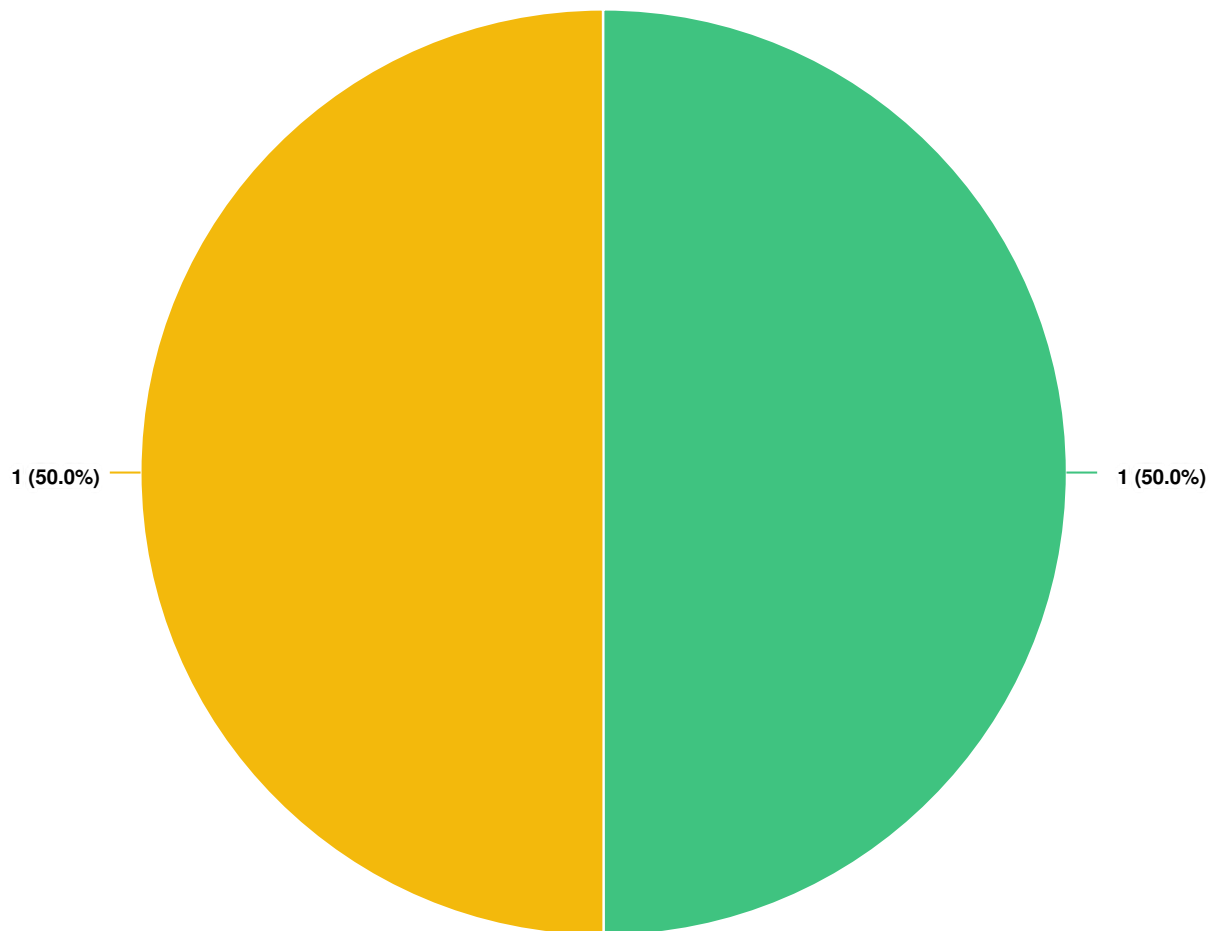
Question options

- Yes
- No
- N/a

Optional question (14 response(s), 1 skipped)

Question type: Radio Button Question

Are you aware you can ask the receptionist to talk in a quiet confidential area?



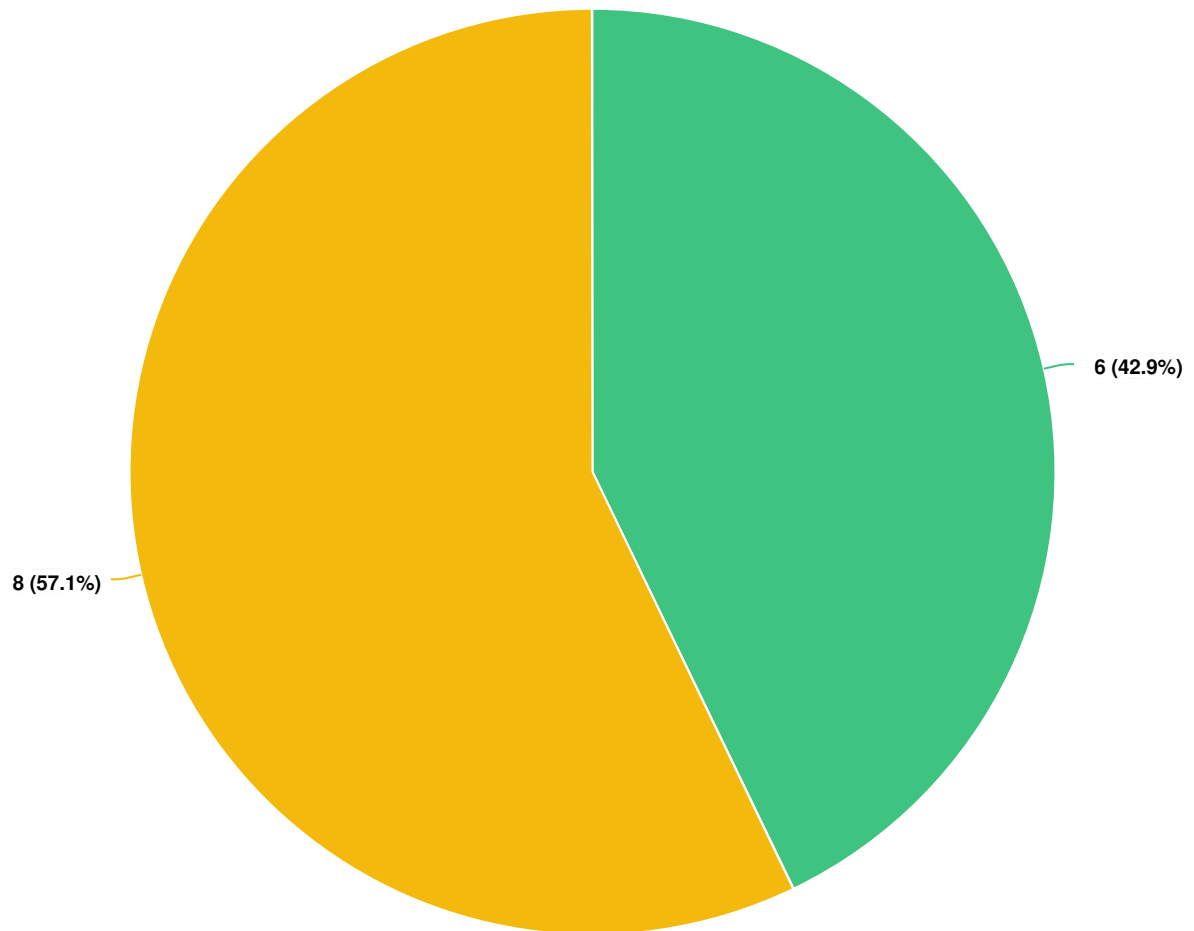
Question options

- Yes
- No

Optional question (2 response(s), 13 skipped)

Question type: Radio Button Question

Do you usually get to speak to or see a preferred GP?



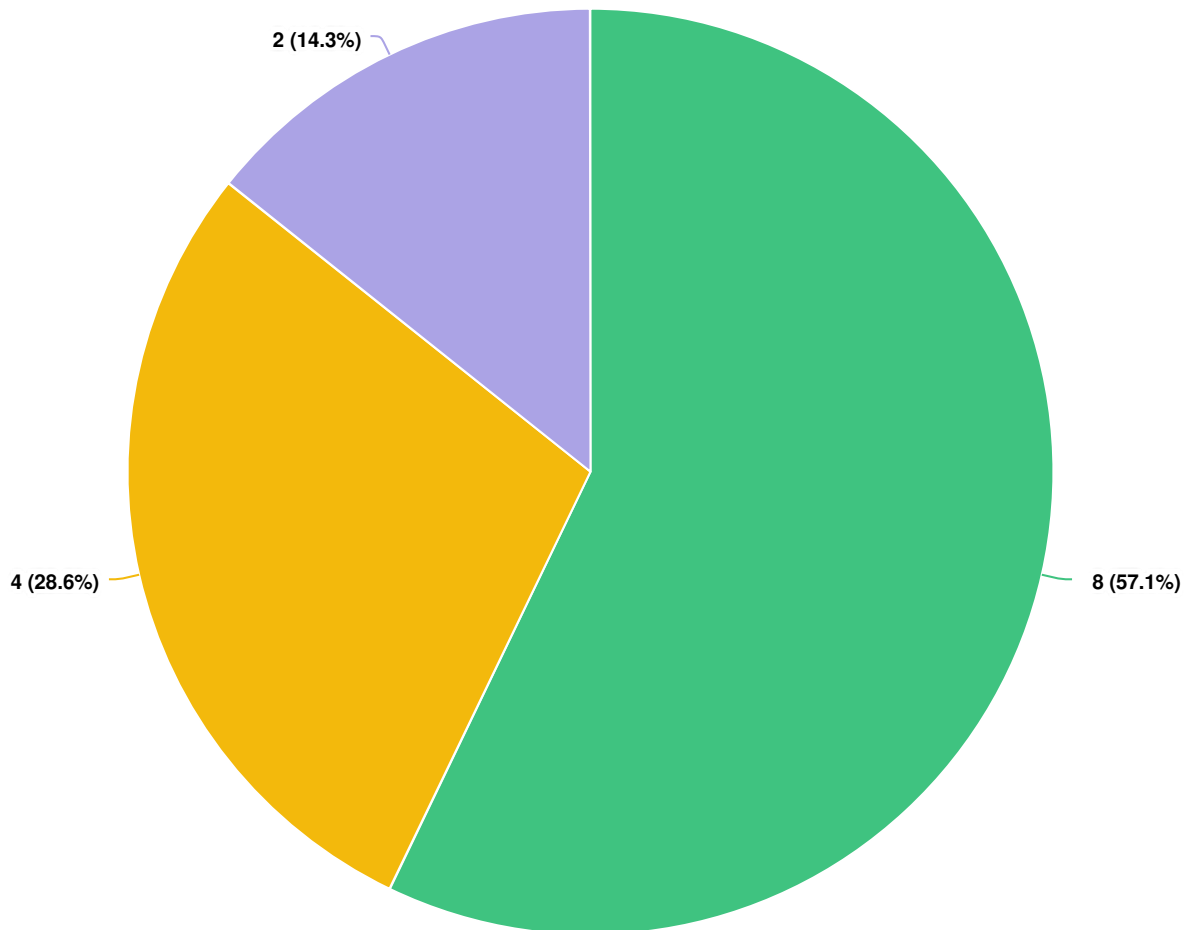
Question options

- Yes
- No

Optional question (14 response(s), 1 skipped)

Question type: Radio Button Question

Did you feel that you had sufficient time to address your issues - GPs



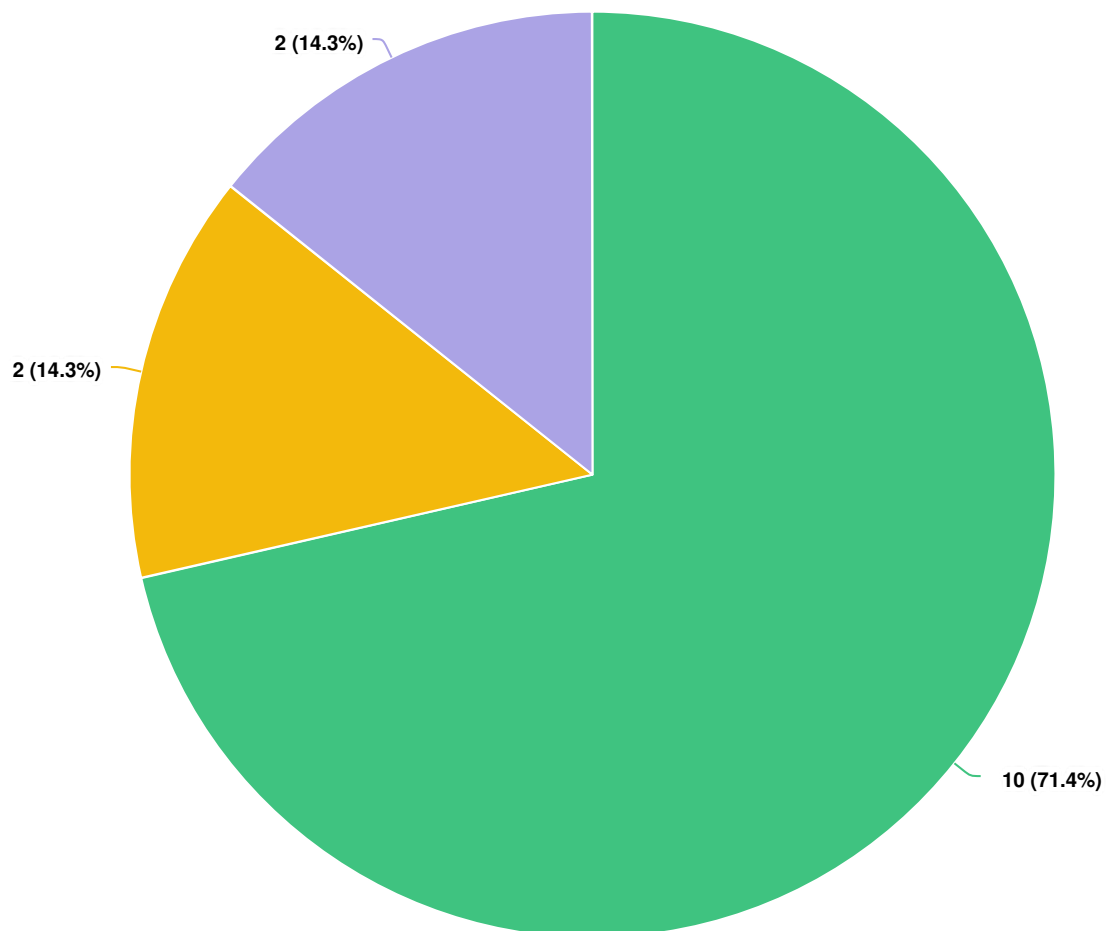
Question options

- Yes
- No
- N/a

Optional question (14 response(s), 1 skipped)

Question type: Radio Button Question

Did you feel that you had sufficient time to address your issues -Nurses?



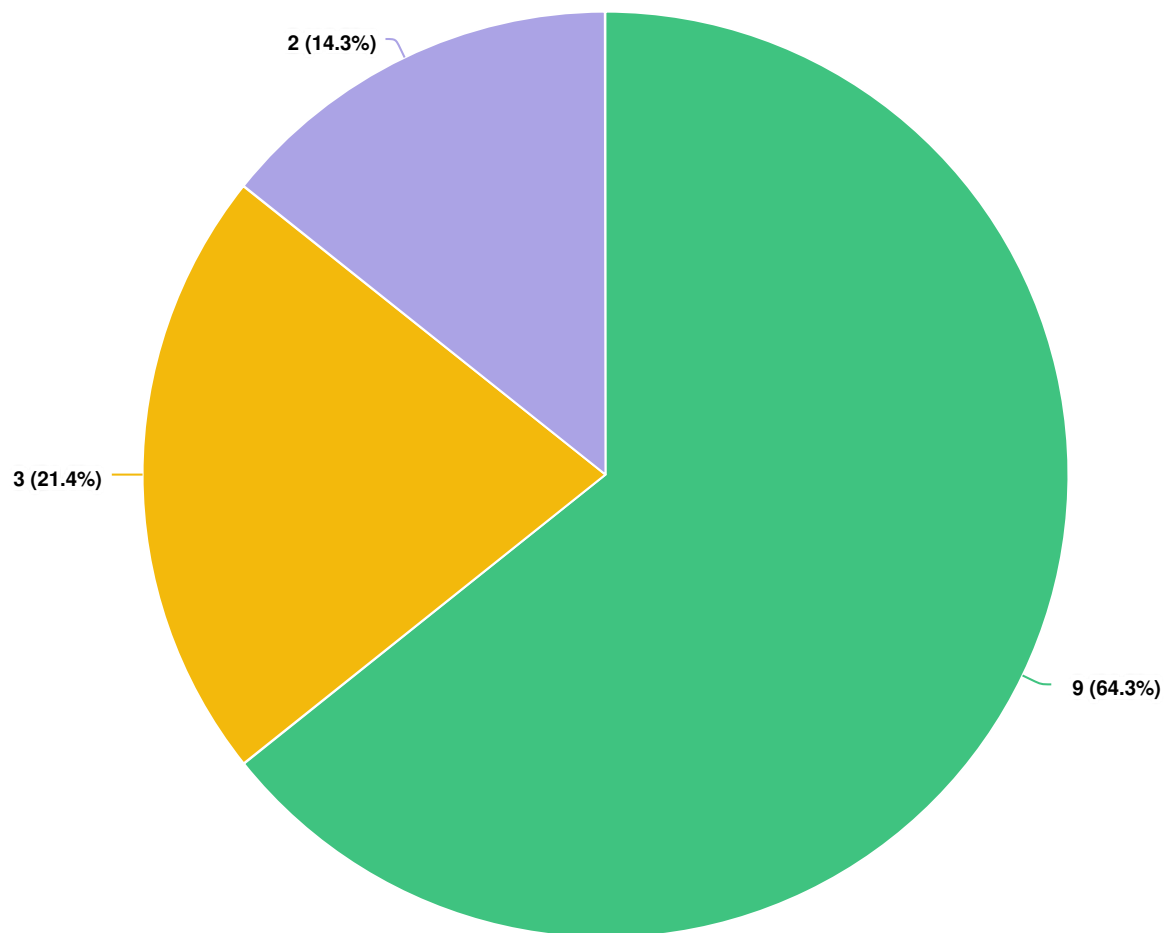
Question options

- Yes
- No
- N/a

Optional question (14 response(s), 1 skipped)

Question type: Radio Button Question

Did you feel that you had sufficient time to address your issues -Admin staff?



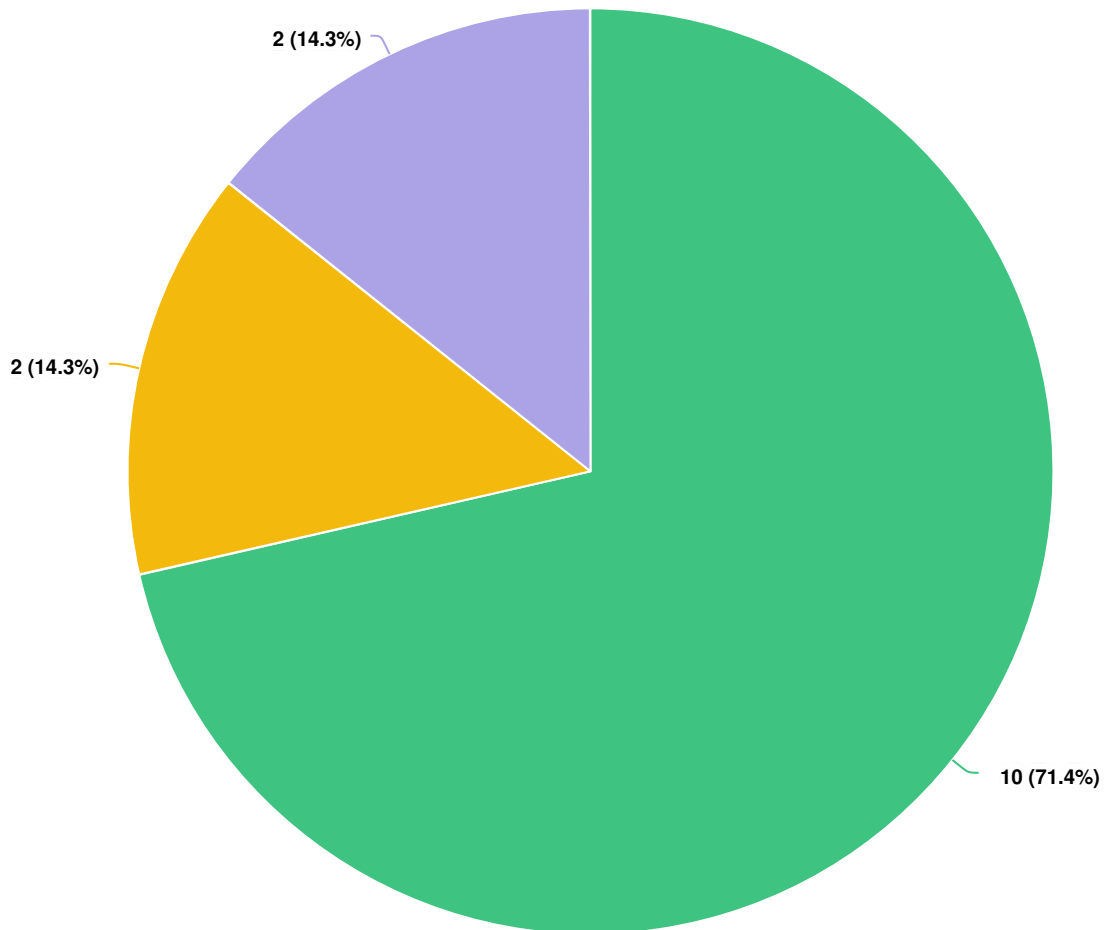
Question options

Yes No N/a

Optional question (14 response(s), 1 skipped)

Question type: Radio Button Question

**Do you feel the healthcare professional was good at listening to you? - GPs /
Advanced Nurse Practitioners?**



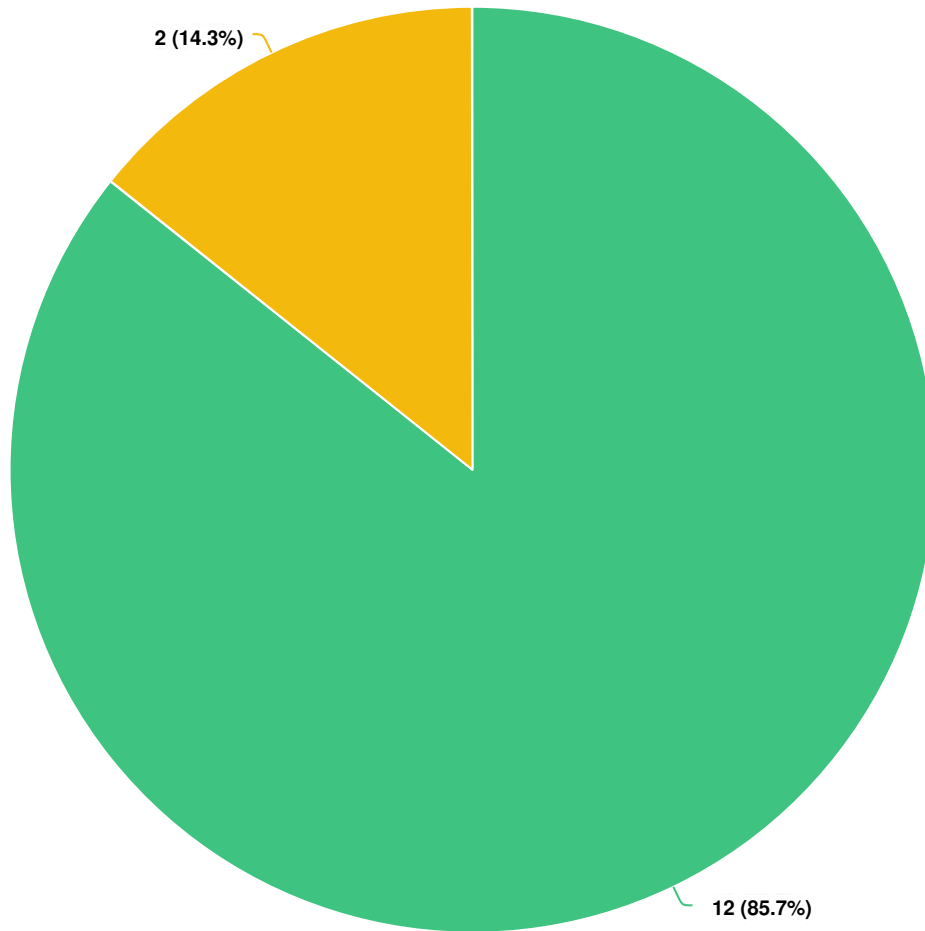
Question options

Yes No N/a

Optional question (14 response(s), 1 skipped)

Question type: Radio Button Question

Do you feel the healthcare professional was good at listening to you? - Nurses?



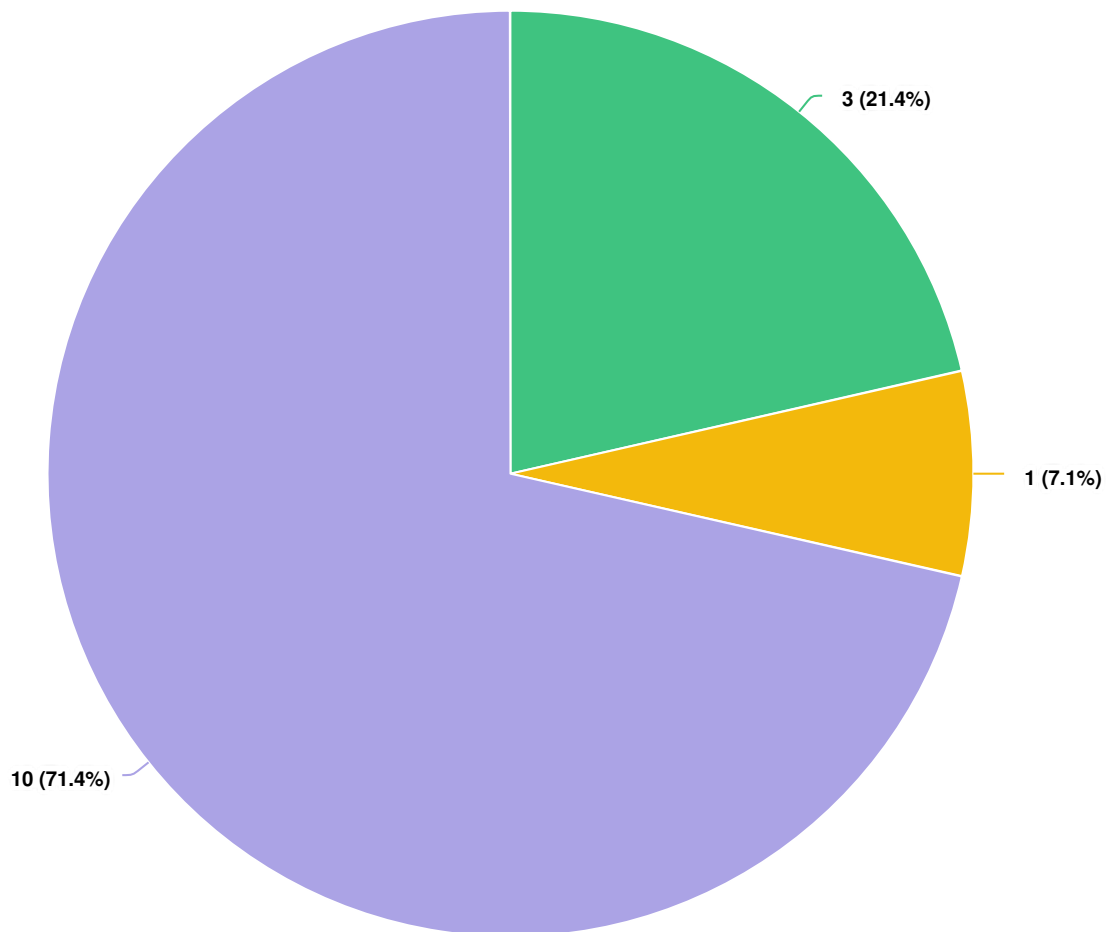
Question options

- Yes
- N/a

Optional question (14 response(s), 1 skipped)

Question type: Radio Button Question

Do you feel the healthcare professional was good at listening to you? - Phlebotomist?



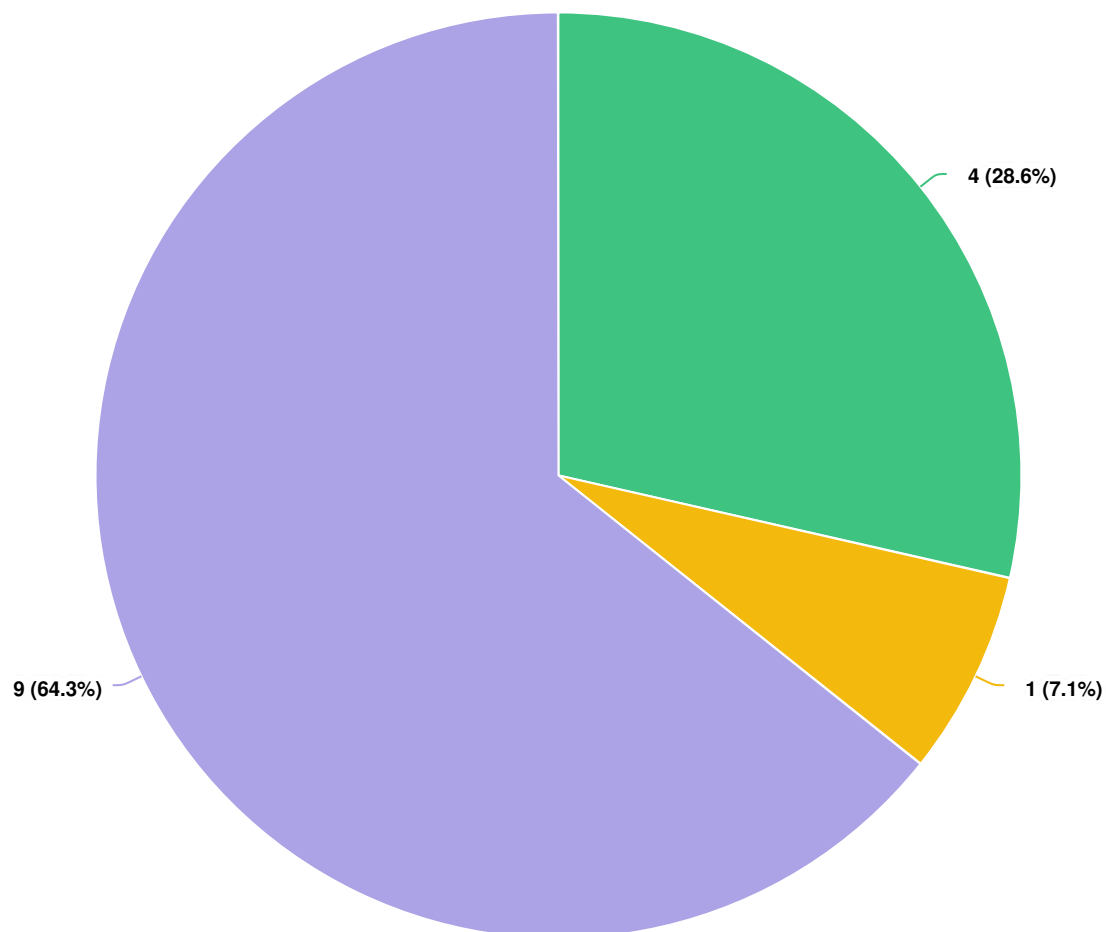
Question options

Yes No N/a

Optional question (14 response(s), 1 skipped)

Question type: Radio Button Question

Do you feel the healthcare professional was good at listening to you? - Clinical Pharmacist?



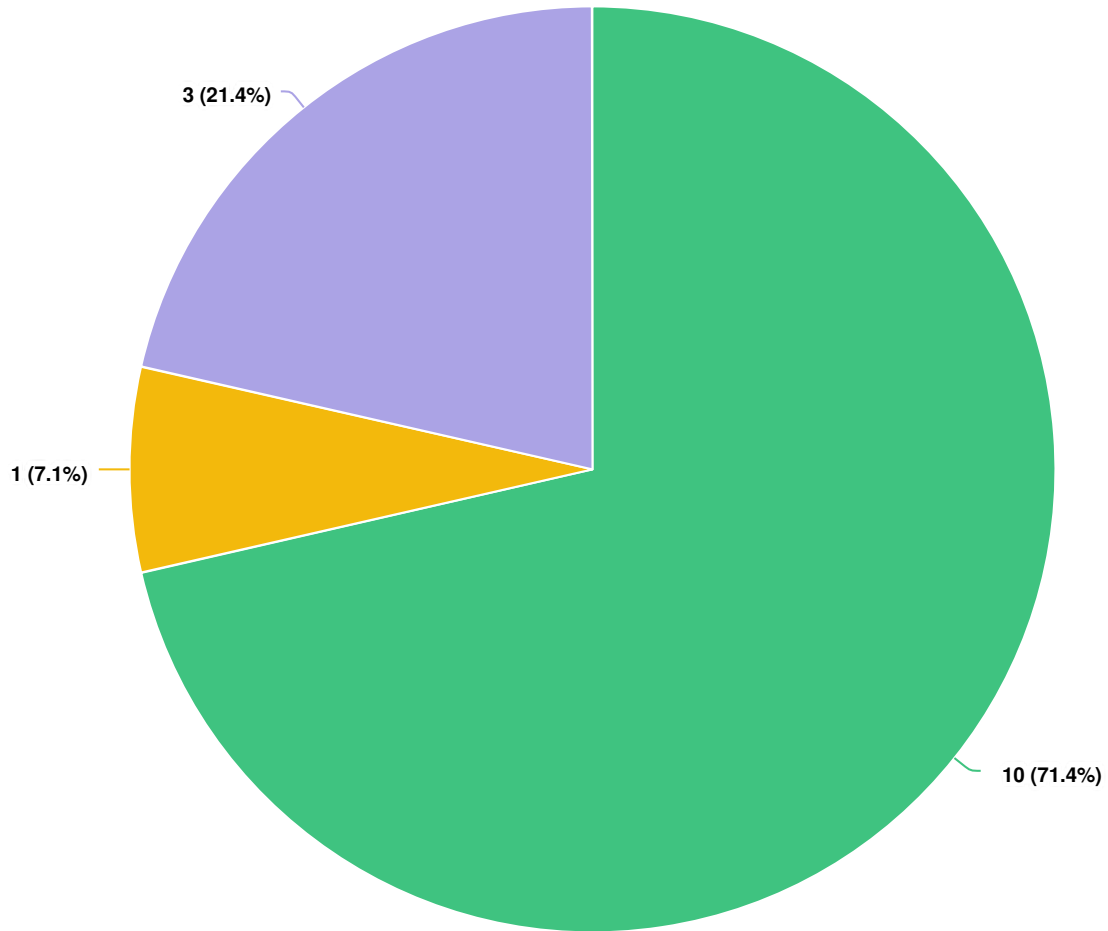
Question options

- Yes
- No
- N/a

Optional question (14 response(s), 1 skipped)

Question type: Radio Button Question

**Do you feel the healthcare professional treated you with care and concern? - GPs /
Advanced Nurse Practitioners?**



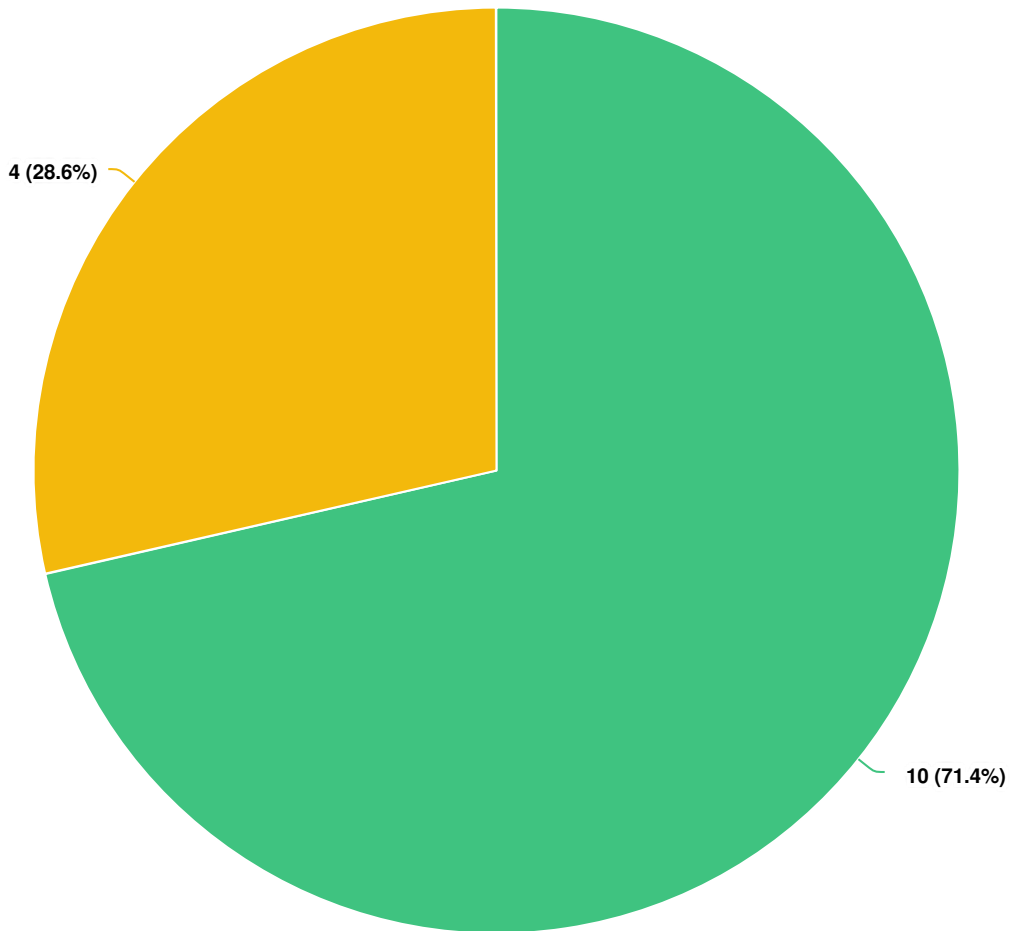
Question options

Yes No N/a

Optional question (14 response(s), 1 skipped)

Question type: Radio Button Question

Do you feel the healthcare professional treated you with care and concern? - Nurses?



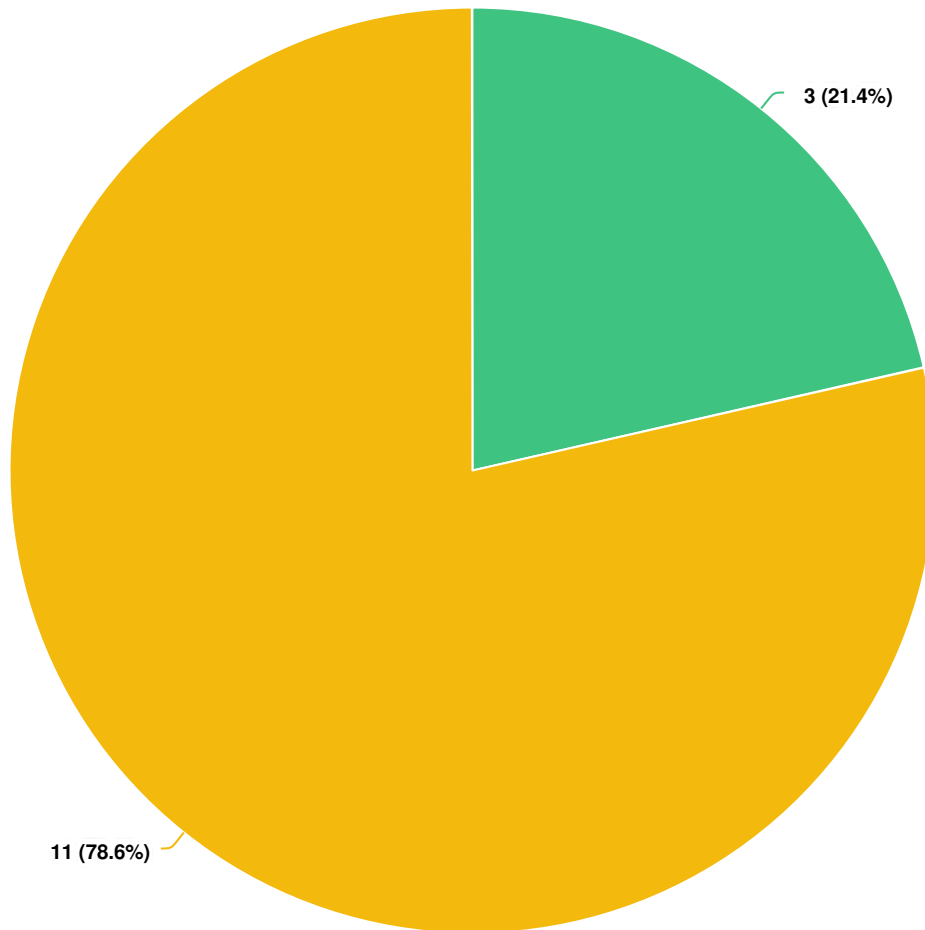
Question options

- Yes
- N/a

Optional question (14 response(s), 1 skipped)

Question type: Radio Button Question

Do you feel the healthcare professional treated you with care and concern? - Health Care Assistant/Phlebotomist?



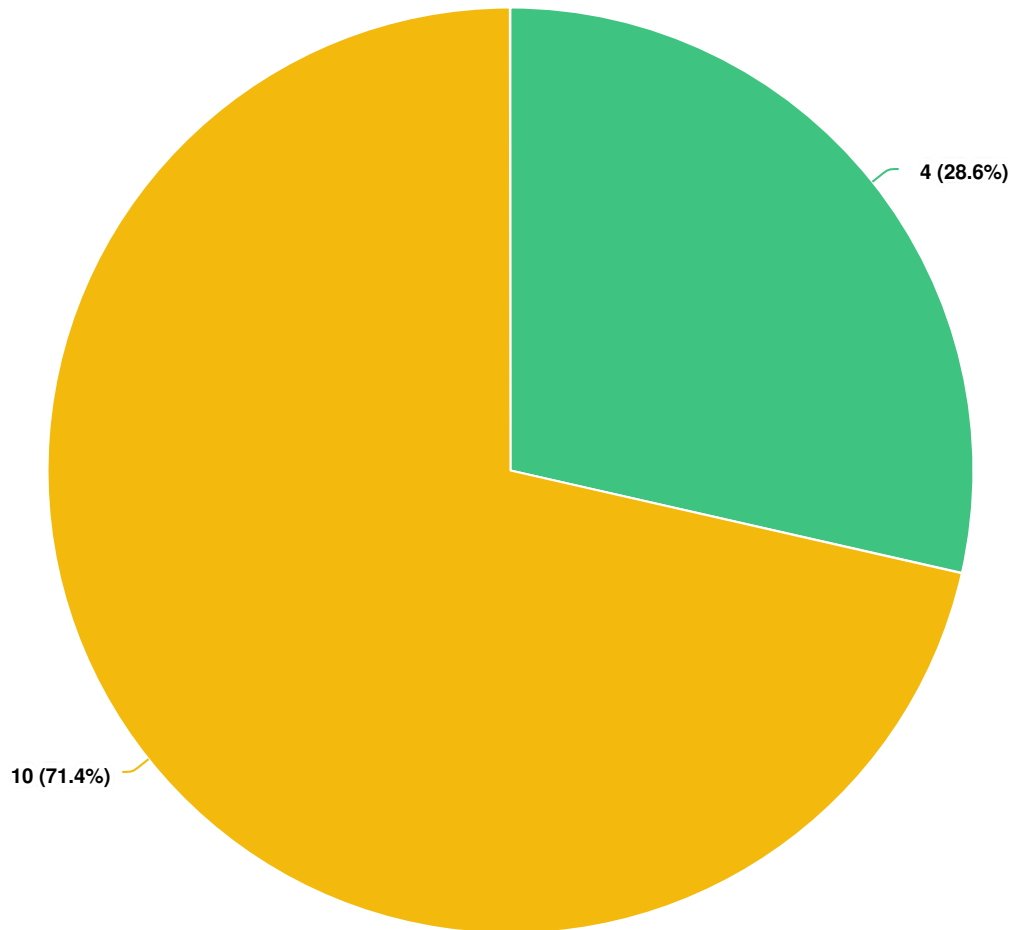
Question options

- Yes
- N/a

Optional question (14 response(s), 1 skipped)

Question type: Radio Button Question

Do you feel the healthcare professional treated you with care and concern? - Clinical Pharmacist?



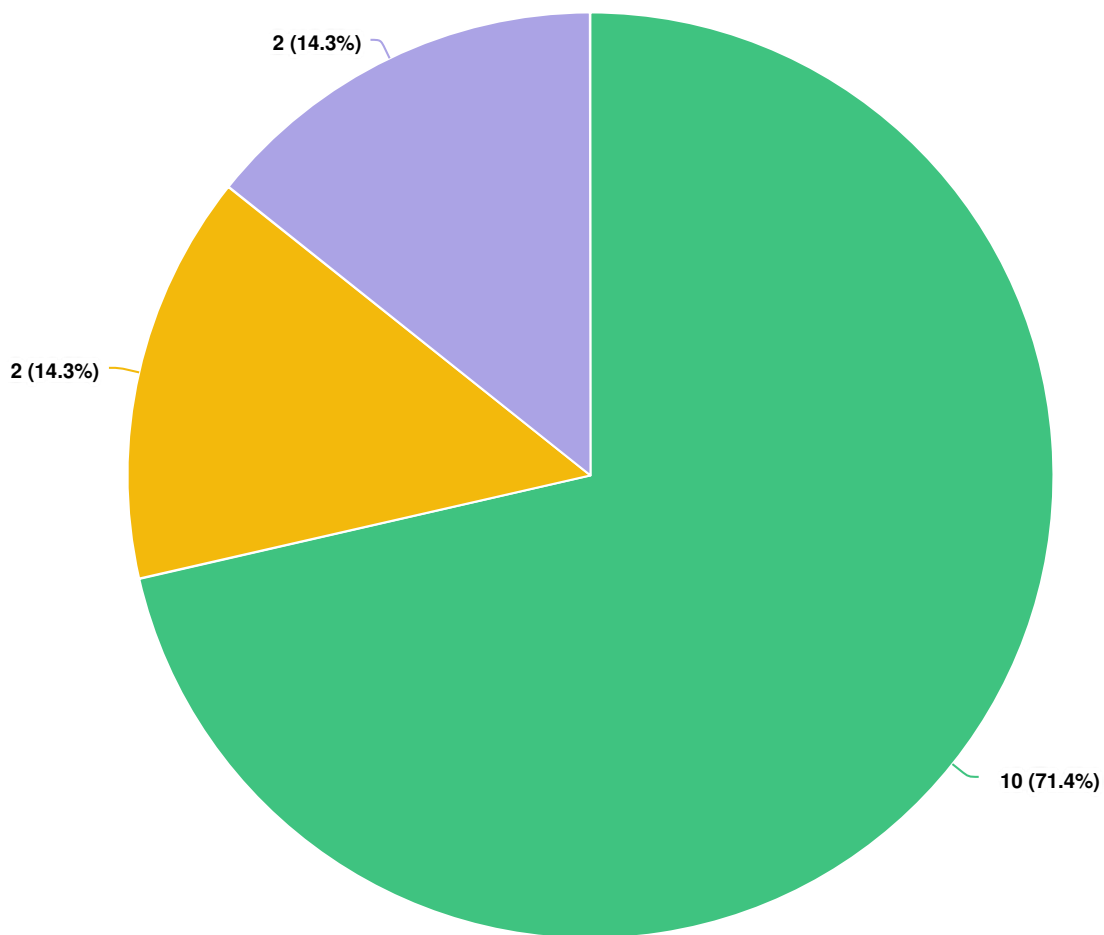
Question options

- Yes
- N/a

Optional question (14 response(s), 1 skipped)

Question type: Radio Button Question

Do you feel the healthcare professional involved you with decision about the care and treatment plan? - GPs / Advanced Nurse Practitioners?



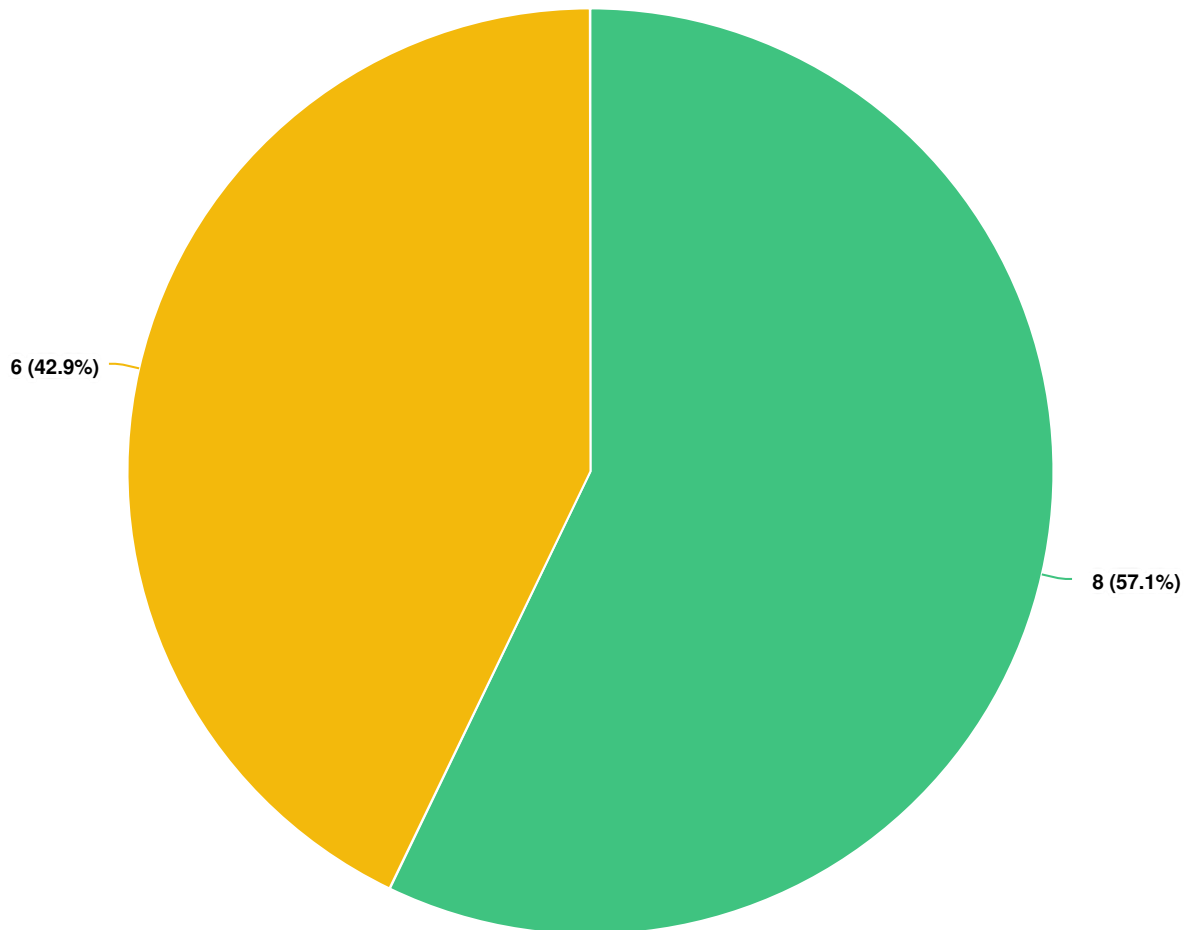
Question options

- Yes
- No
- N/a

Optional question (14 response(s), 1 skipped)

Question type: Radio Button Question

Do you feel the healthcare professional involved you with decision about the care and treatment plan? - Nurses?



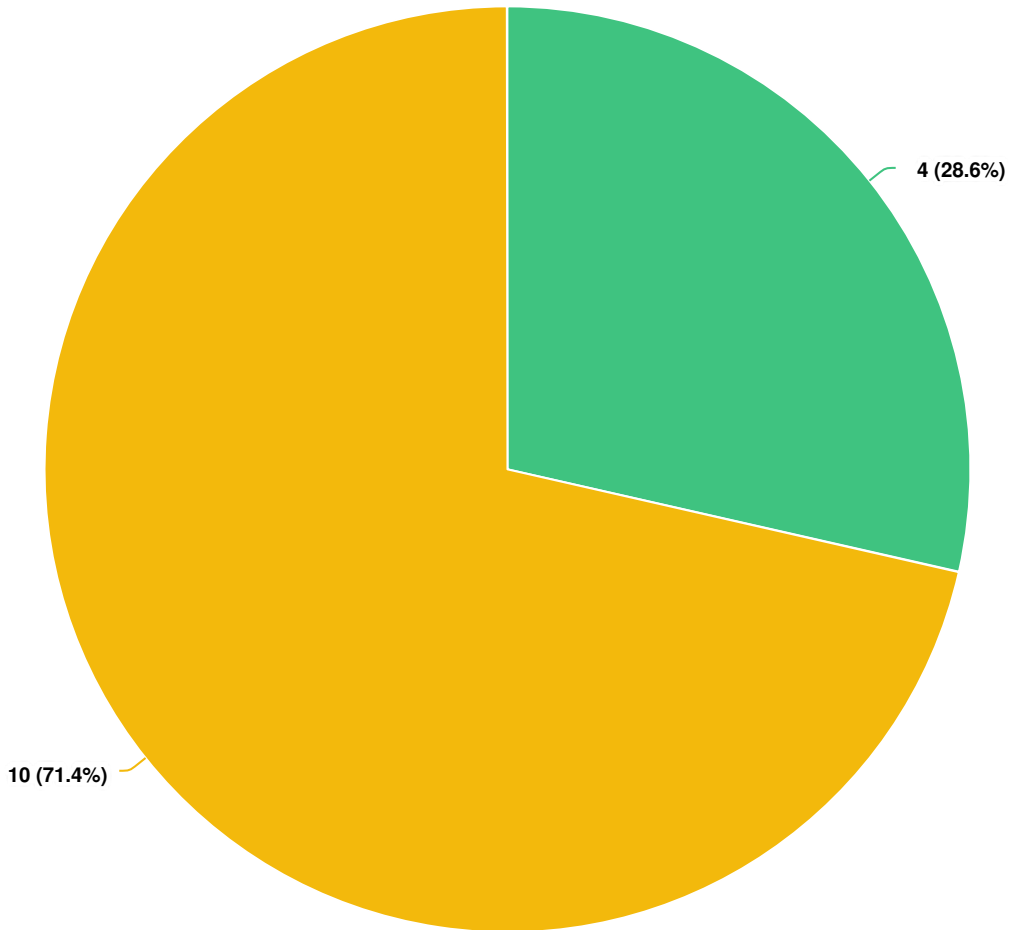
Question options

- Yes
- N/a

Optional question (14 response(s), 1 skipped)

Question type: Radio Button Question

Do you feel the healthcare professional involved you with decision about the care and treatment plan? - Health Care Assistant/Phlebotomist?



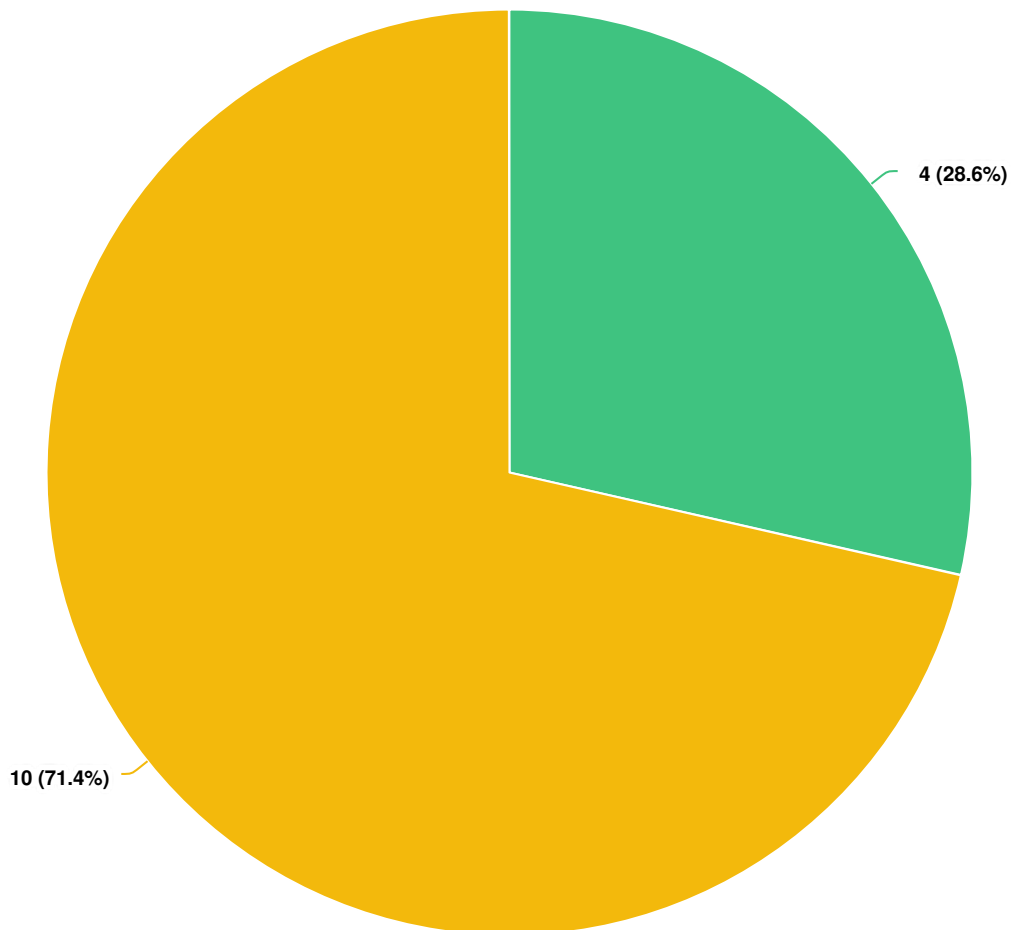
Question options

- Yes
- N/a

Optional question (14 response(s), 1 skipped)

Question type: Radio Button Question

Do you feel the healthcare professional involved you with decision about the care and treatment plan? - Clinical Pharmacist?



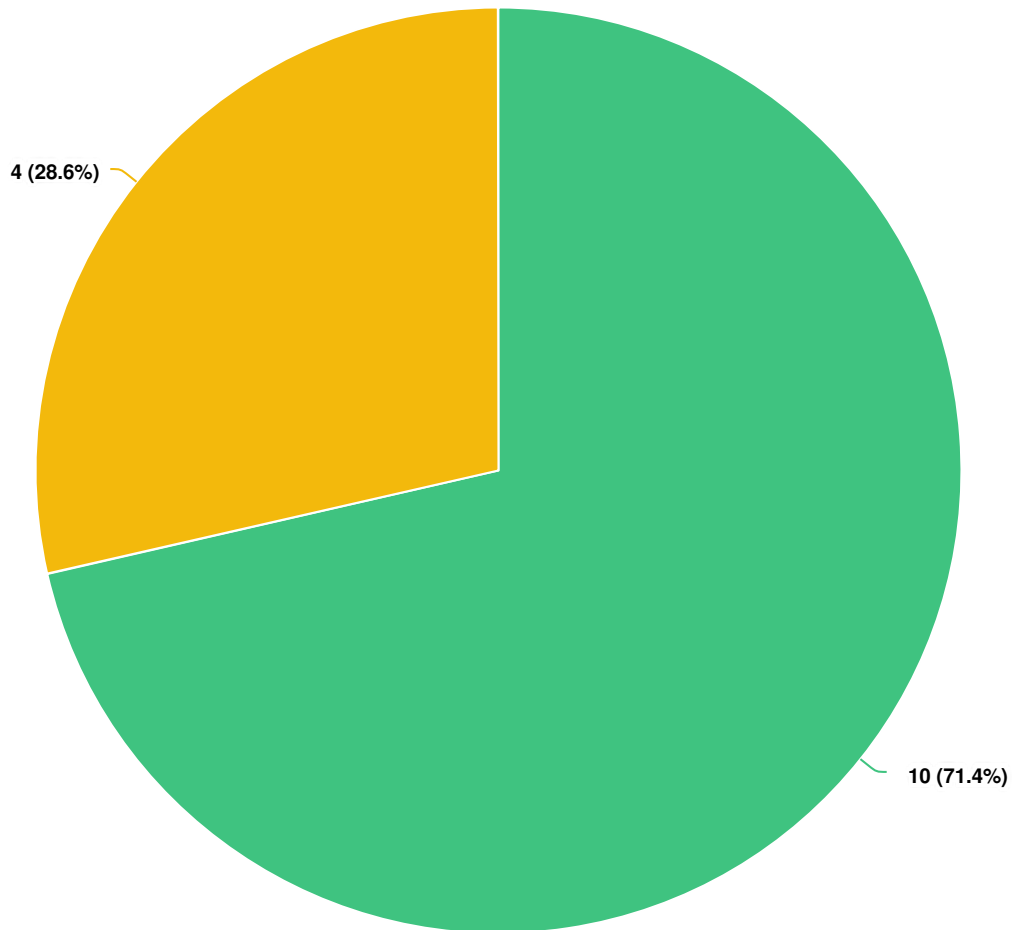
Question options

- Yes
- N/a

Optional question (14 response(s), 1 skipped)

Question type: Radio Button Question

Do you feel you have confidence and trust in the healthcare professional you have seen at the practice? - GPs / Advanced Nurse Practitioners?



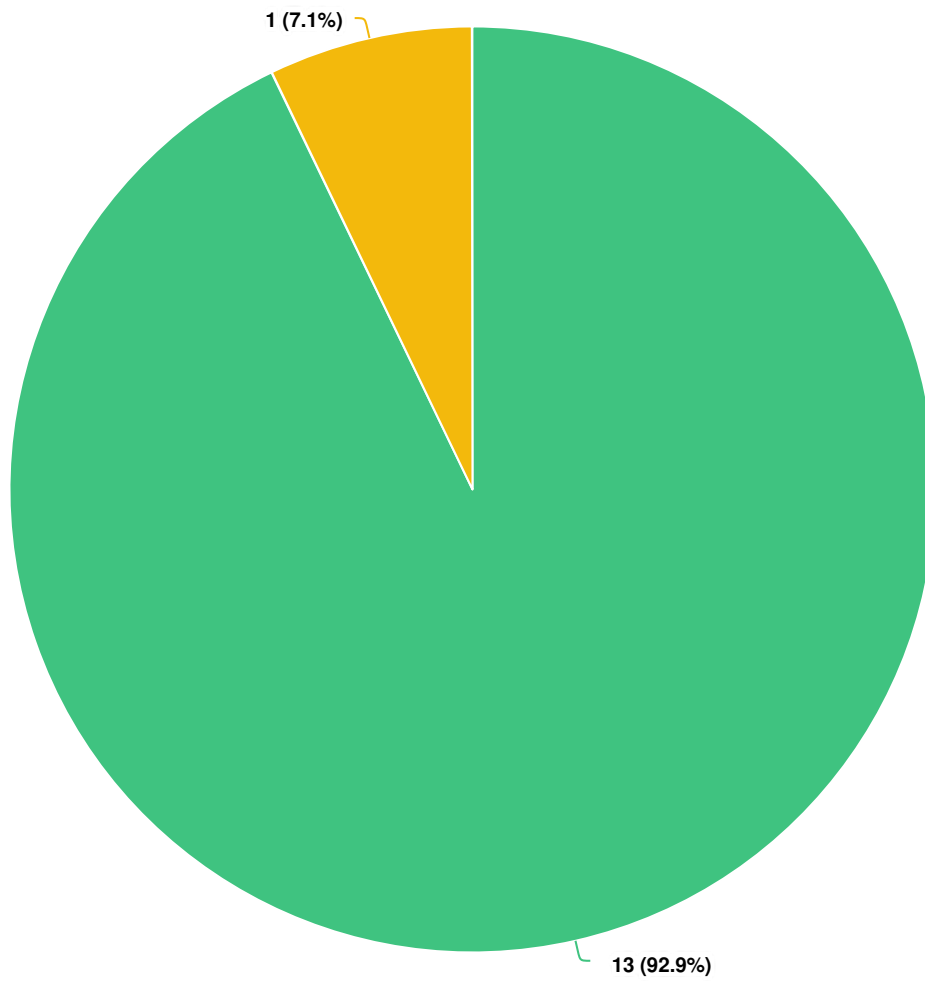
Question options

- Yes
- No

Optional question (14 response(s), 1 skipped)

Question type: Radio Button Question

Do you feel you have confidence and trust in the healthcare professional you have seen at the practice? - Nurses?



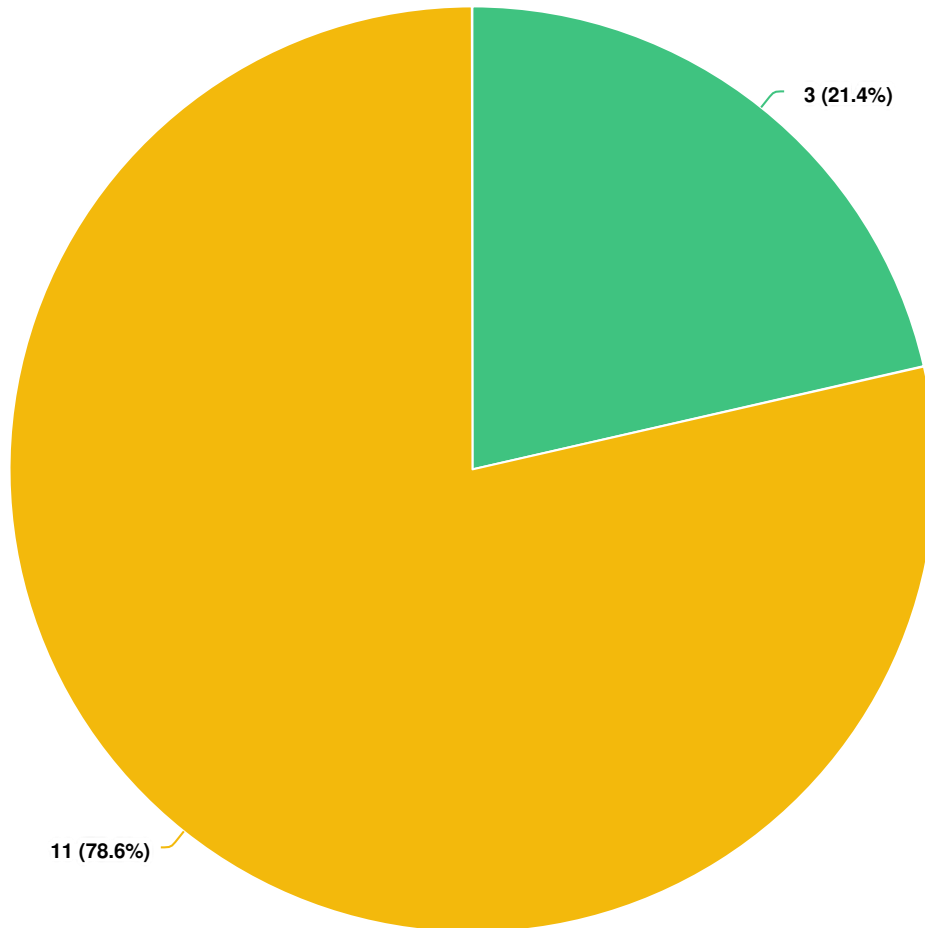
Question options

- Yes
- N/a

Optional question (14 response(s), 1 skipped)

Question type: Radio Button Question

Do you feel you have confidence and trust in the healthcare professional you have seen at the practice? - Health Care Assistant/Phlebotomist?



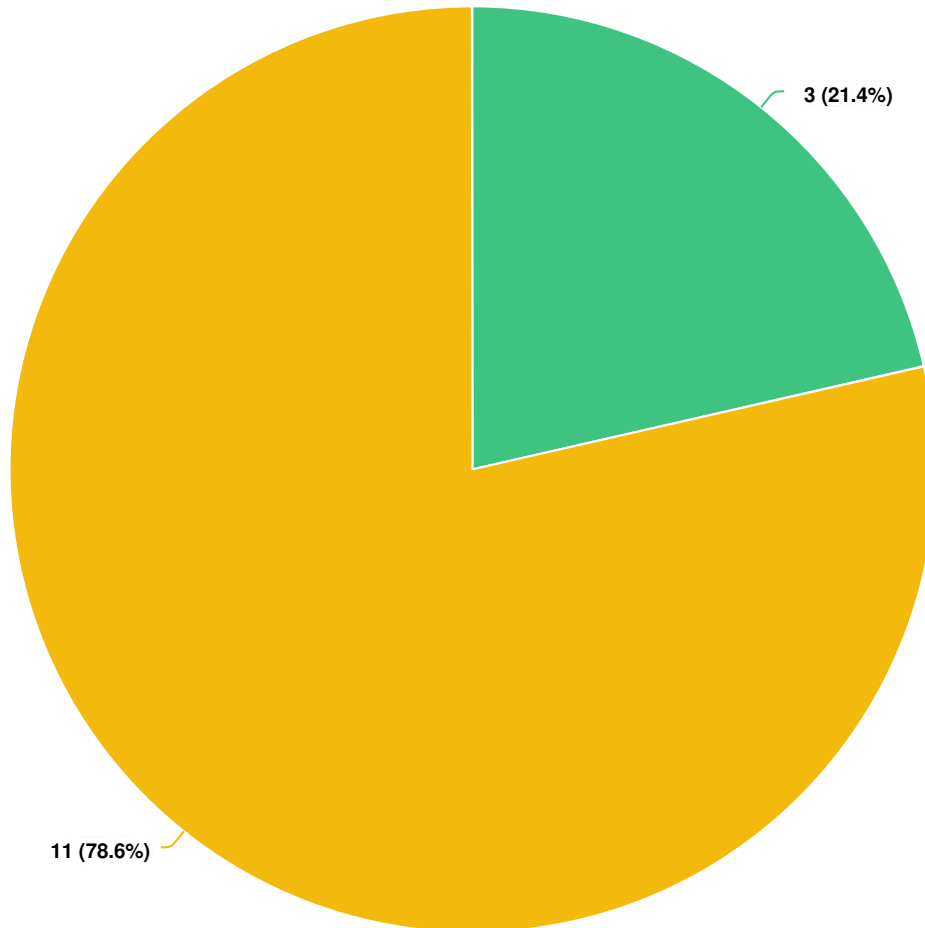
Question options

- Yes
- N/a

Optional question (14 response(s), 1 skipped)

Question type: Radio Button Question

Do you feel you have confidence and trust in the healthcare professional you have seen at the practice? - Clinical Pharmacist?



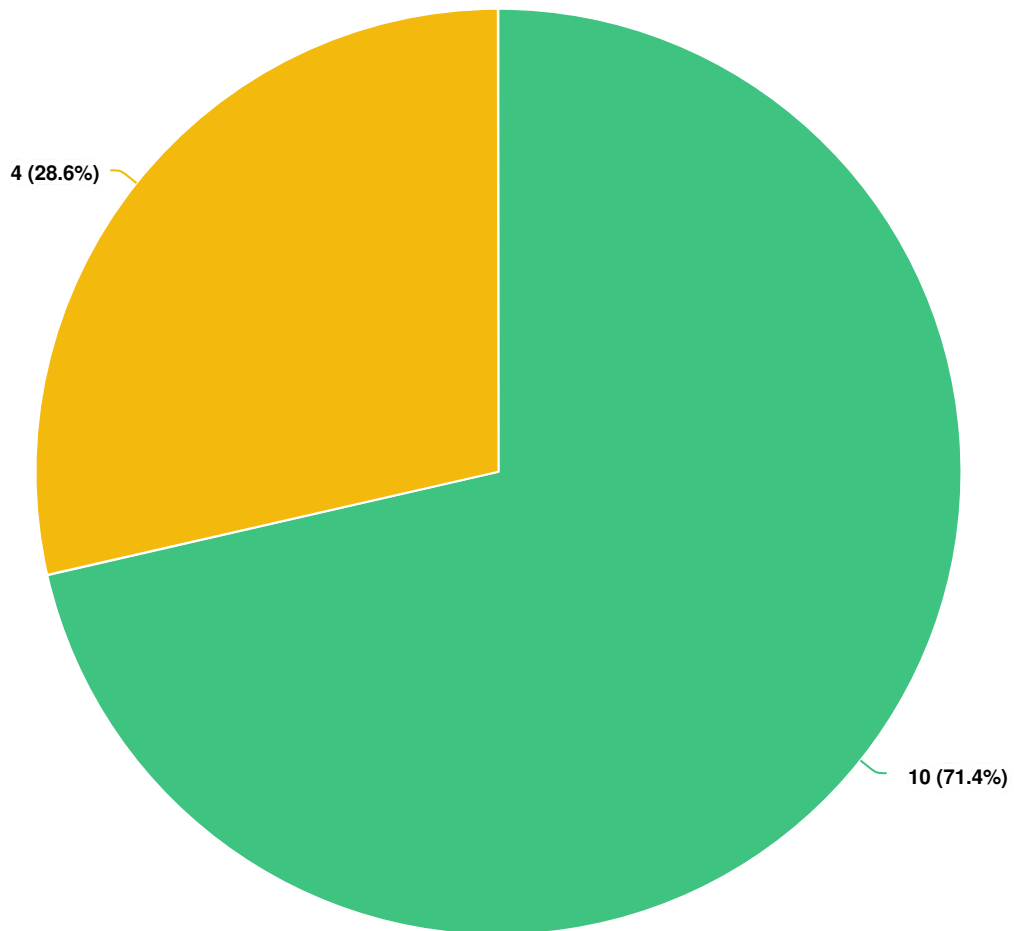
Question options

- Yes
- N/a

Optional question (14 response(s), 1 skipped)

Question type: Radio Button Question

Are you aware of the services offered by: - GPs?



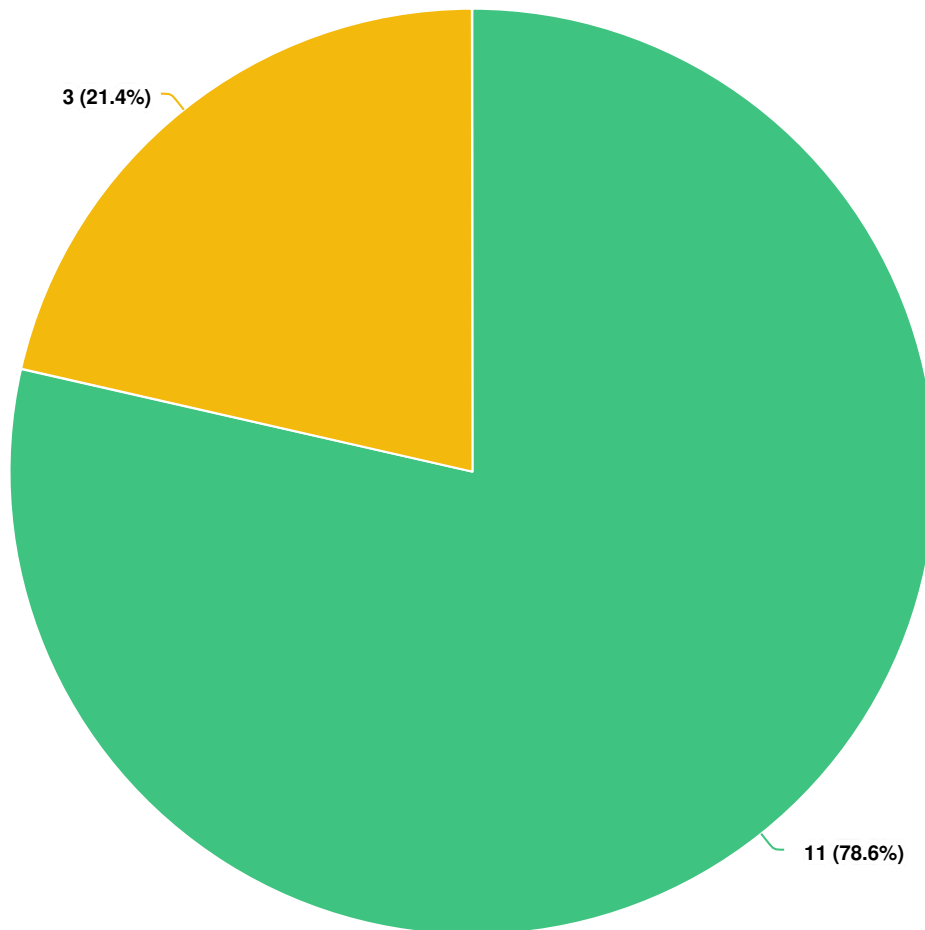
Question options

- Yes
- No

Optional question (14 response(s), 1 skipped)

Question type: Radio Button Question

Are you aware of the services offered by: - Pharmacists?



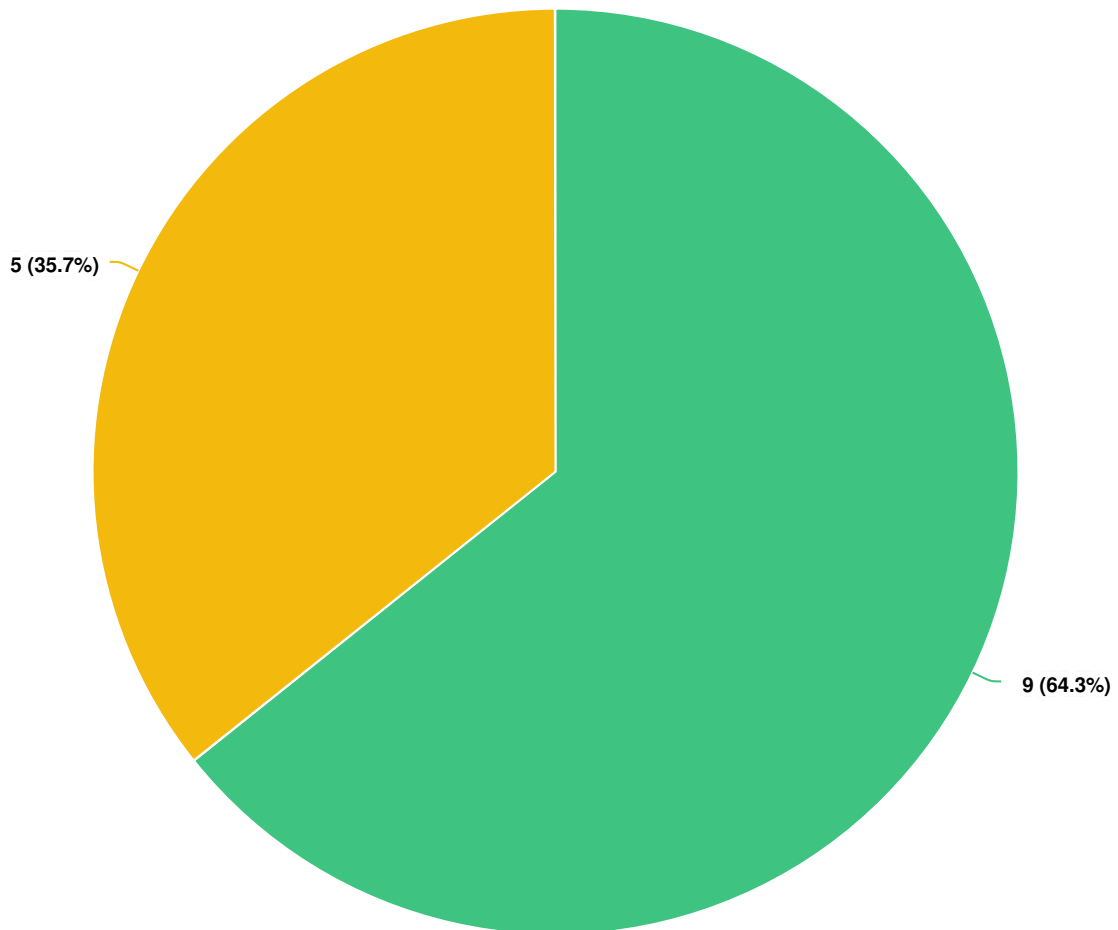
Question options

- Yes
- No

Optional question (14 response(s), 1 skipped)

Question type: Radio Button Question

Are you aware of the services offered by: - Walk in centres?



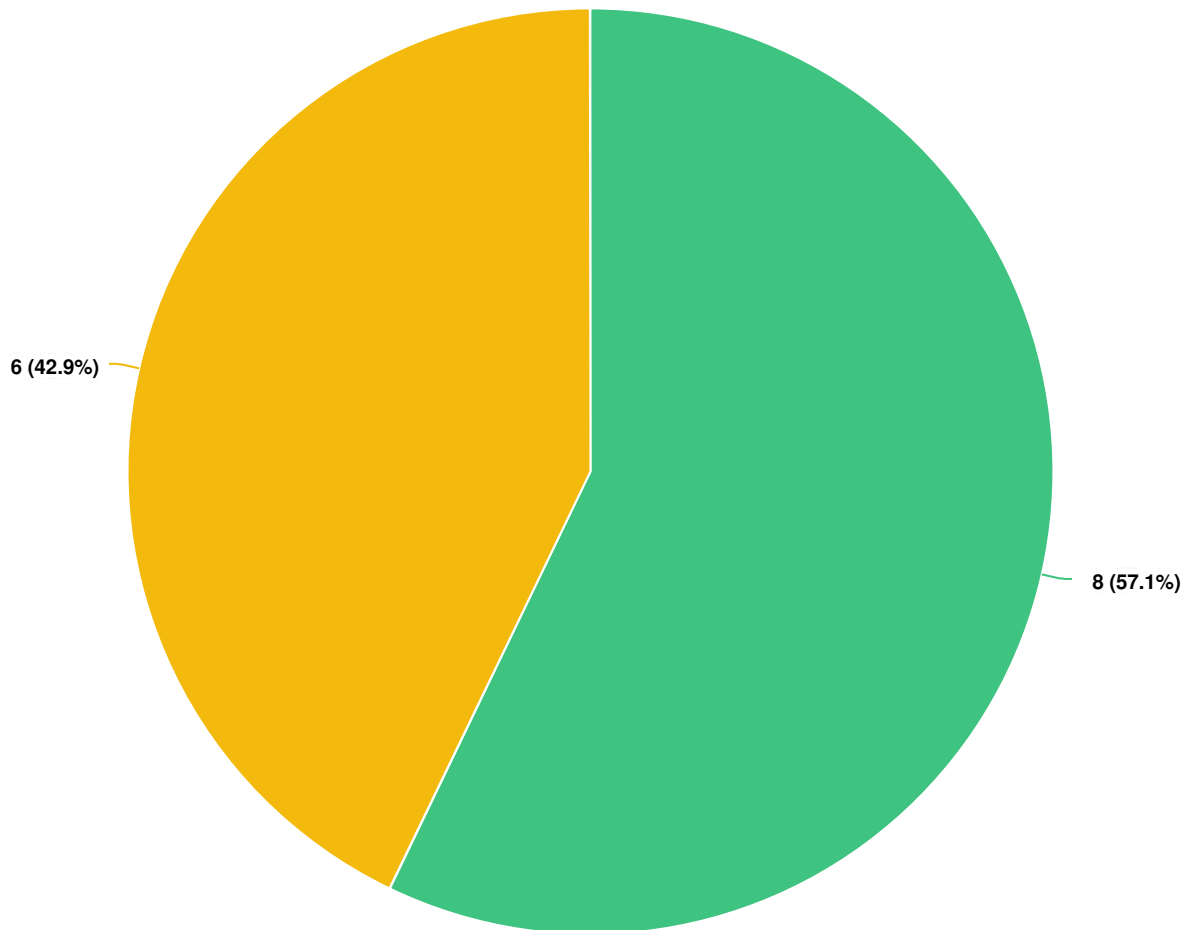
Question options

- Yes
- No

Optional question (14 response(s), 1 skipped)

Question type: Radio Button Question

Are you aware of the services offered by: - Out of Hours Emergency Doctors/ Out of hours Hub?



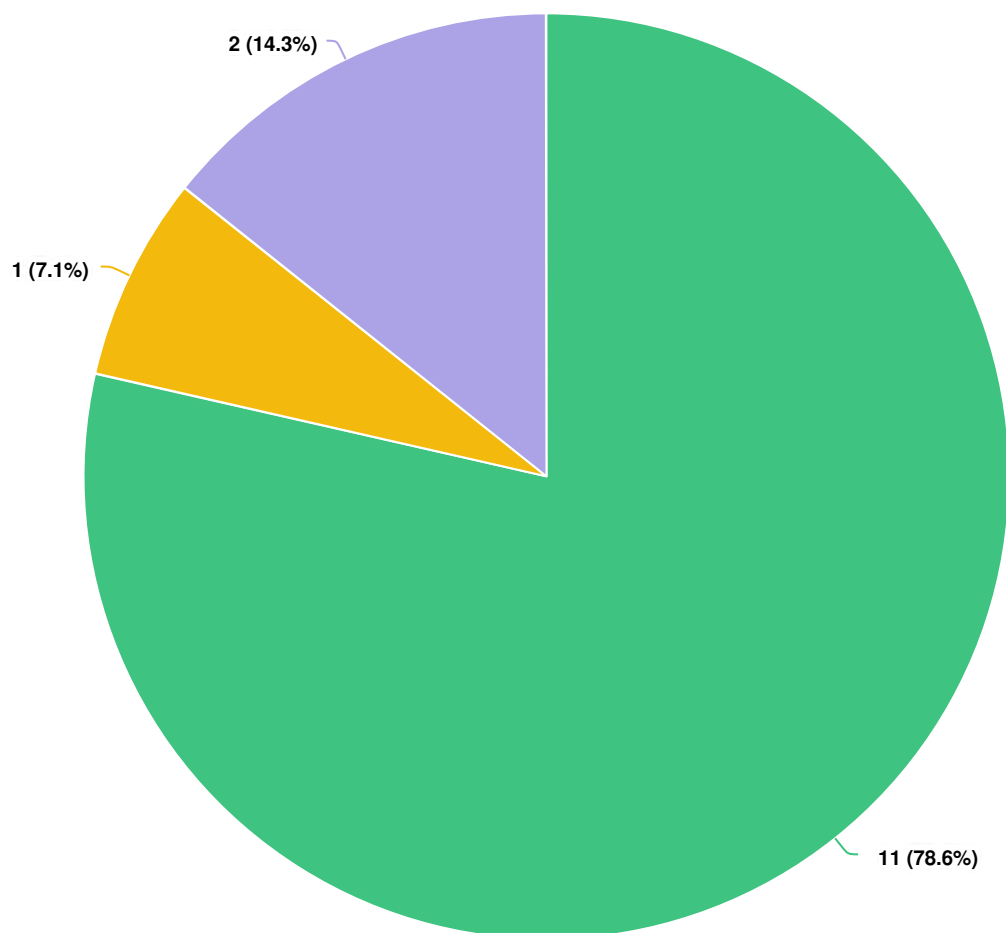
Question options

- Yes
- No

Optional question (14 response(s), 1 skipped)

Question type: Radio Button Question

When you last visited the surgery, were you satisfied with the overall cleanliness and facilities of: - The waiting room?



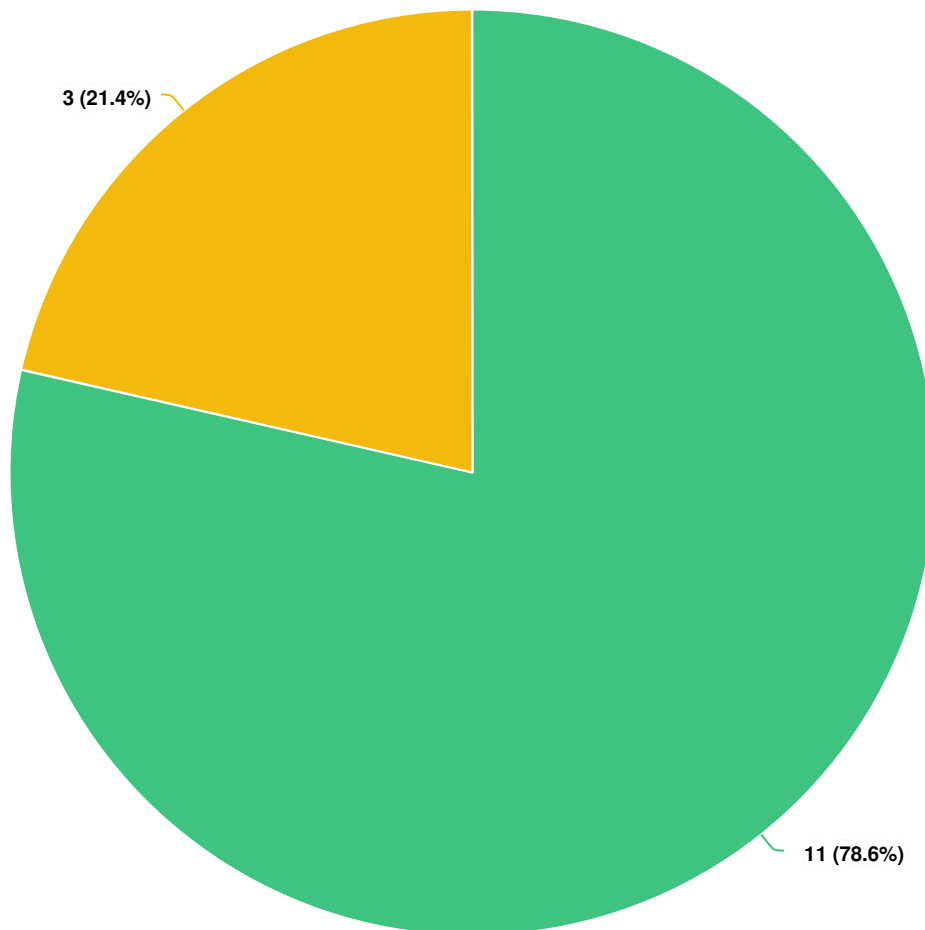
Question options

- Yes
- No
- N/a

Optional question (14 response(s), 1 skipped)

Question type: Radio Button Question

When you last visited the surgery, were you satisfied with the overall cleanliness and facilities of: - The consulting room?



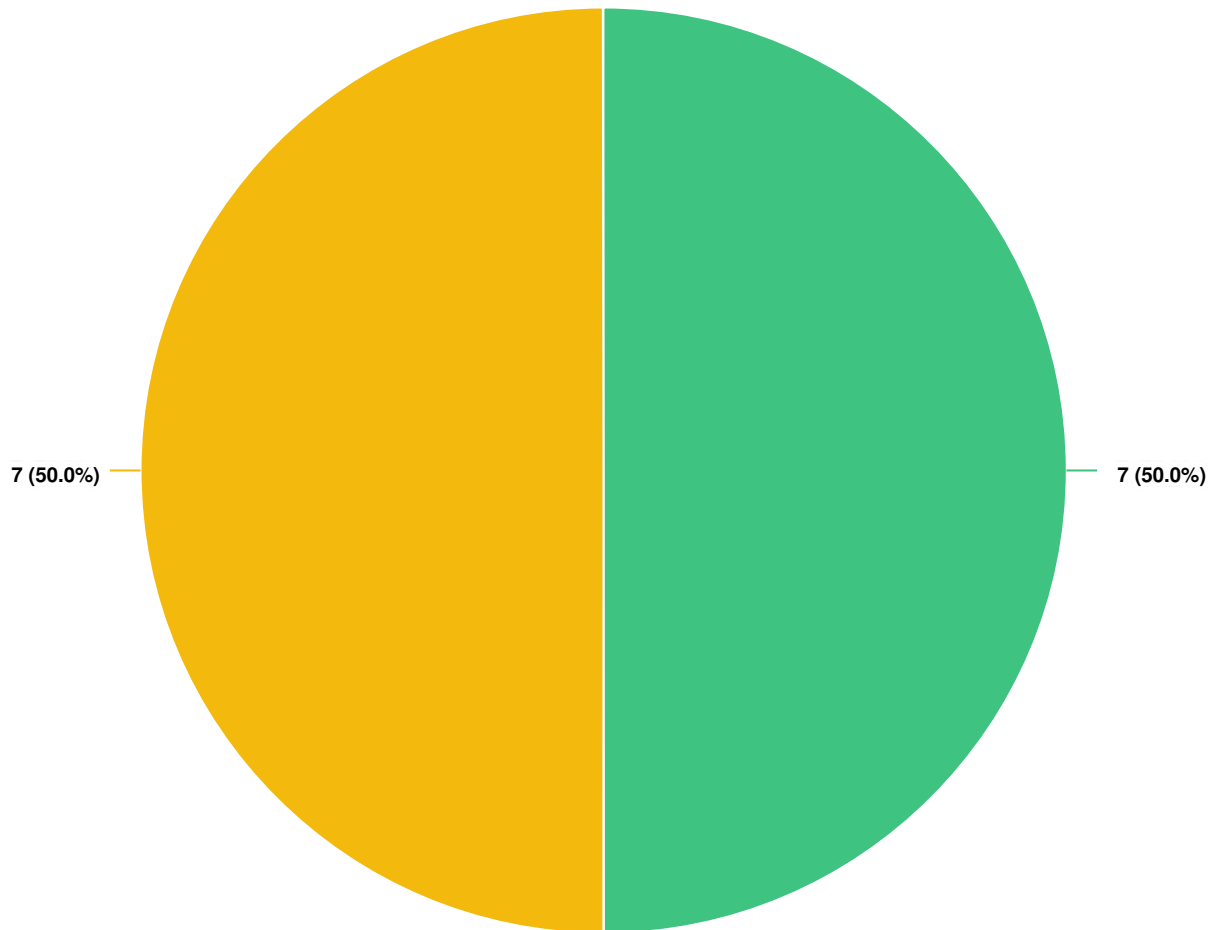
Question options

- Yes
- N/a

Optional question (14 response(s), 1 skipped)

Question type: Radio Button Question

When you last visited the surgery, were you satisfied with the overall cleanliness and facilities of: - The patient toilets?



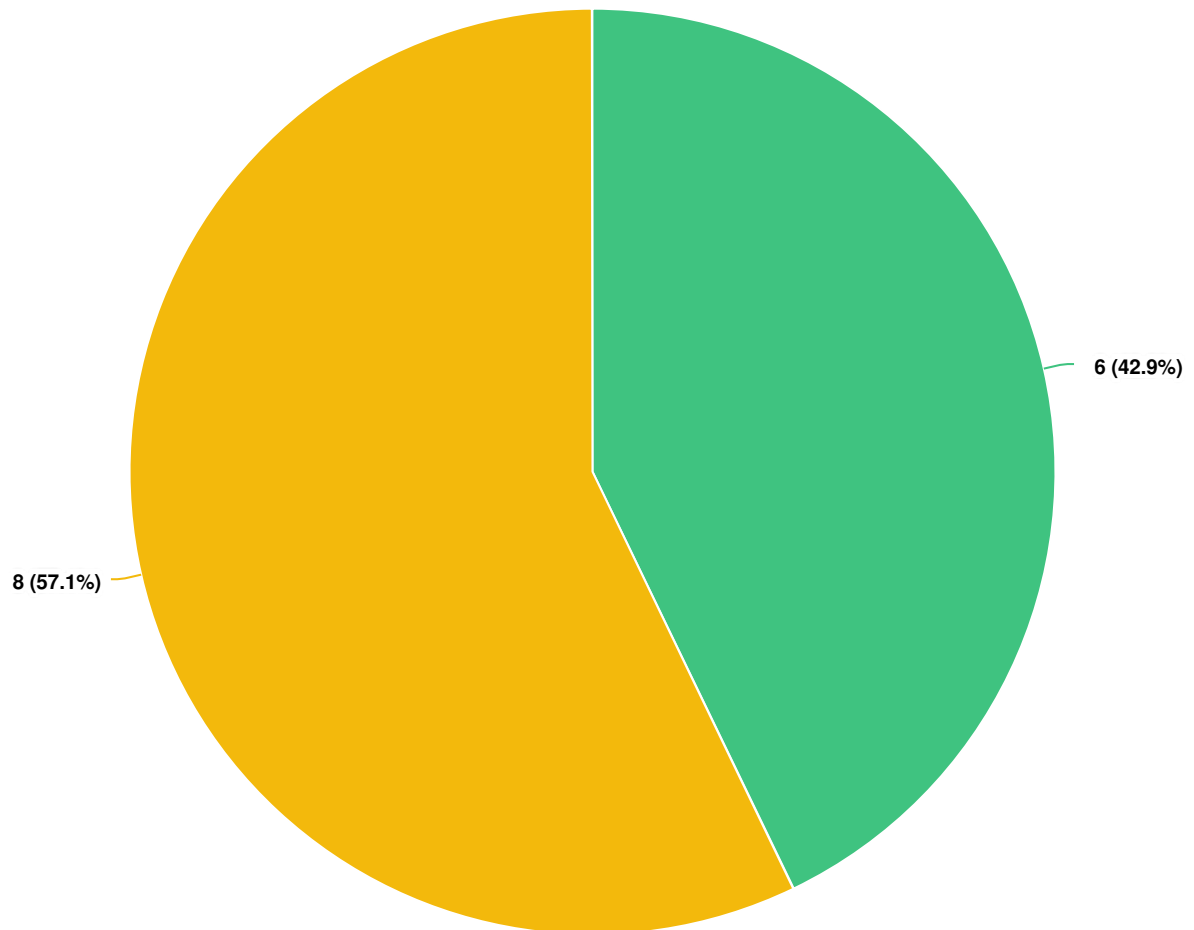
Question options

- Yes
- N/a

Optional question (14 response(s), 1 skipped)

Question type: Radio Button Question

Are you happy with the overall Patient Experience at our practice?



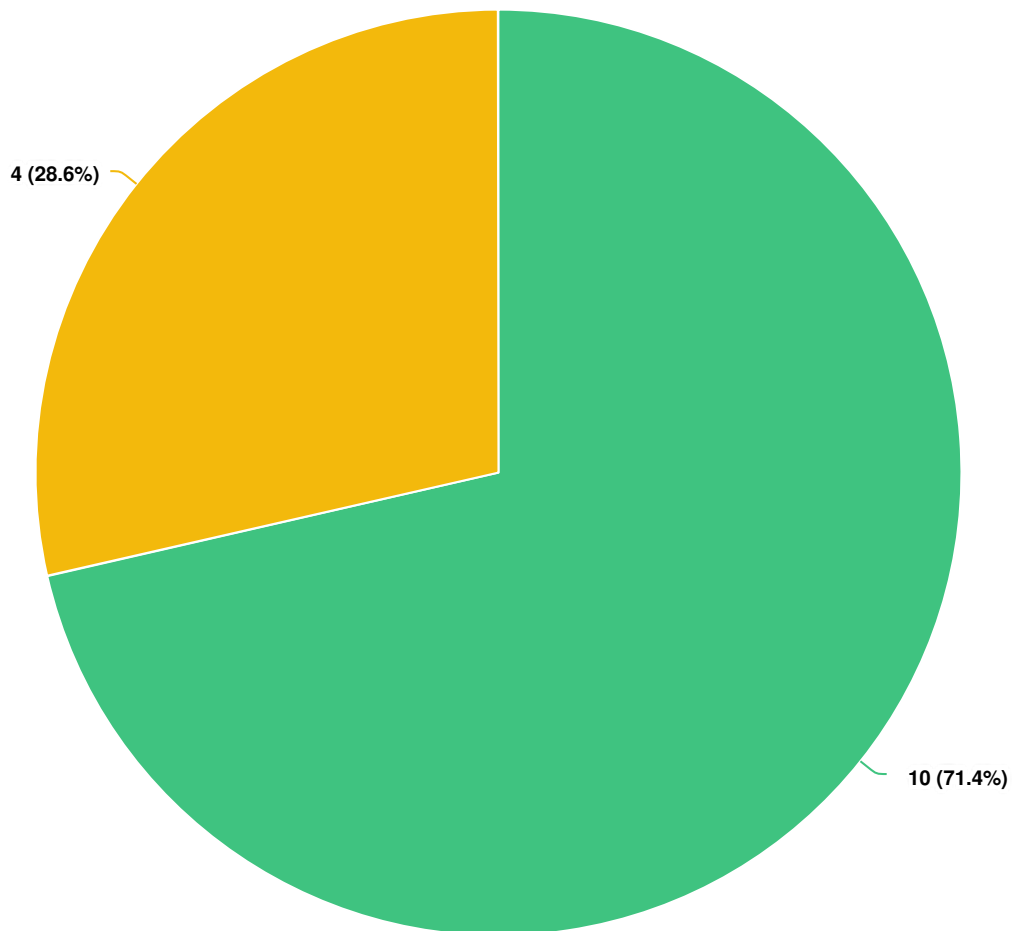
Question options

- Yes
- No

Optional question (14 response(s), 1 skipped)

Question type: Radio Button Question

Would you recommend this practice to your family and friends?



Question options

- Yes
- No

Optional question (14 response(s), 1 skipped)

Question type: Radio Button Question