

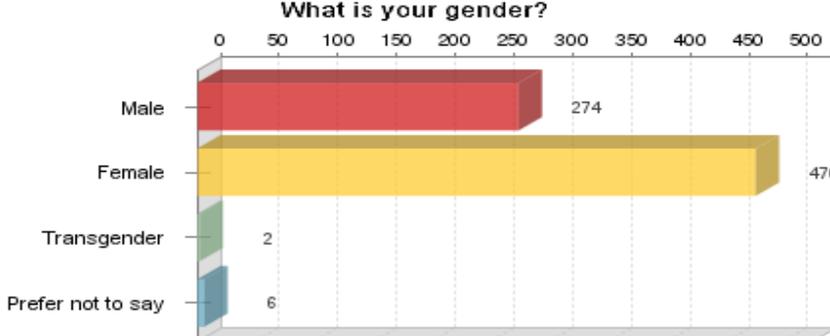
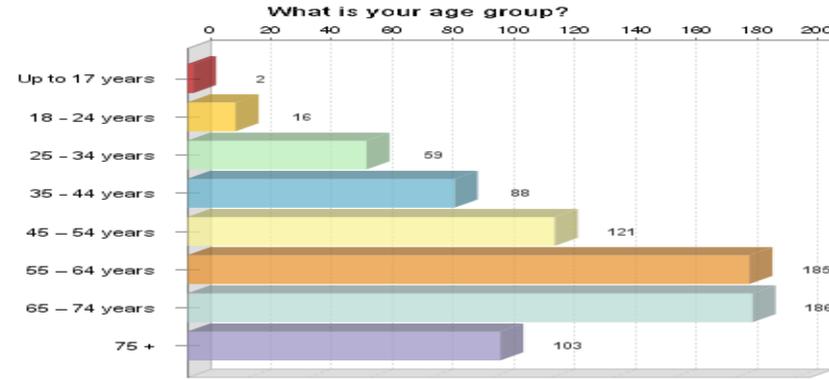
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Report on Engagement Exercise with patients Registered at IMH Malling Wrekin	
1.0	Introduction
1.1	<p>This report details the responses to an engagement survey that the CCG has undertaken with the registered patients at IMH Malling Wrekin.</p> <p>The CCG has a Primary Care Strategy which is based on national guidance for Primary Care and also on a Primary Care Needs assessment which was undertaken by formal engagement with a number of key stakeholders and patients.</p> <p>Amongst the agreed Primary Care Priorities, the CCG has a commitment to support and promote new models of Care to improve access and to deliver Primary Care at Scale, addressing inequalities.</p> <p>The Malling Wrekin practice is based within the grounds of the Princess Royal Hospital and currently provides</p> <ul style="list-style-type: none"> • Walk in GP services for registered and non-registered patients • Primary Care Services (APMS) for registered patients circa list size 8,000 <p>Telford and Wrekin Clinical Commissioning Group has a contract in place with a natural end date of 22nd July 2017.</p>
1.2	Background
1.2.1	<p>In early 2016, the CCG undertook a consultation on the future of GP Walk-in Services and the outcome was reported to the CCG Board in July 2016 and to Primary Care Committee in August 2016 (as part of a GP Access paper). The outcome identified that patients would prefer to improve access to all GP Practices in Telford and Wrekin to enable Walk-in provision 5 days a week rather than to have a single site service. This was further supported by the need to improve provision when GP Practices are normally closed.</p> <p>To enable the CCG to move towards improving access to GP walk-in services whilst delivering their Primary Care Strategy, the current model of provision needs to be reconfigured.</p>
2.0	Engagement Exercise with the Registered Patients
	<p>To support and inform the CCG in its decision making process on the future of the IMH Malling contract post July 22nd 2017, the CCG carried out an engagement exercise with the patients registered with IMH Malling.</p> <p>The engagement exercise was carried out between the 14th November 2016 and 16th December 2016.</p> <p>This engagement exercise sought to gain patients views on:-</p> <ul style="list-style-type: none"> • Their reasons behind their choice of registering with IMH Malling Wrekin initially. • How patients currently travel to the practice and the distance patients would be prepared to travel if the Practice closed. • Any contributing factors that could assist them if they had to select a new GP, if a decision to disperse the registered Malling list is made. • Allowing patients to share their views on future service provision.

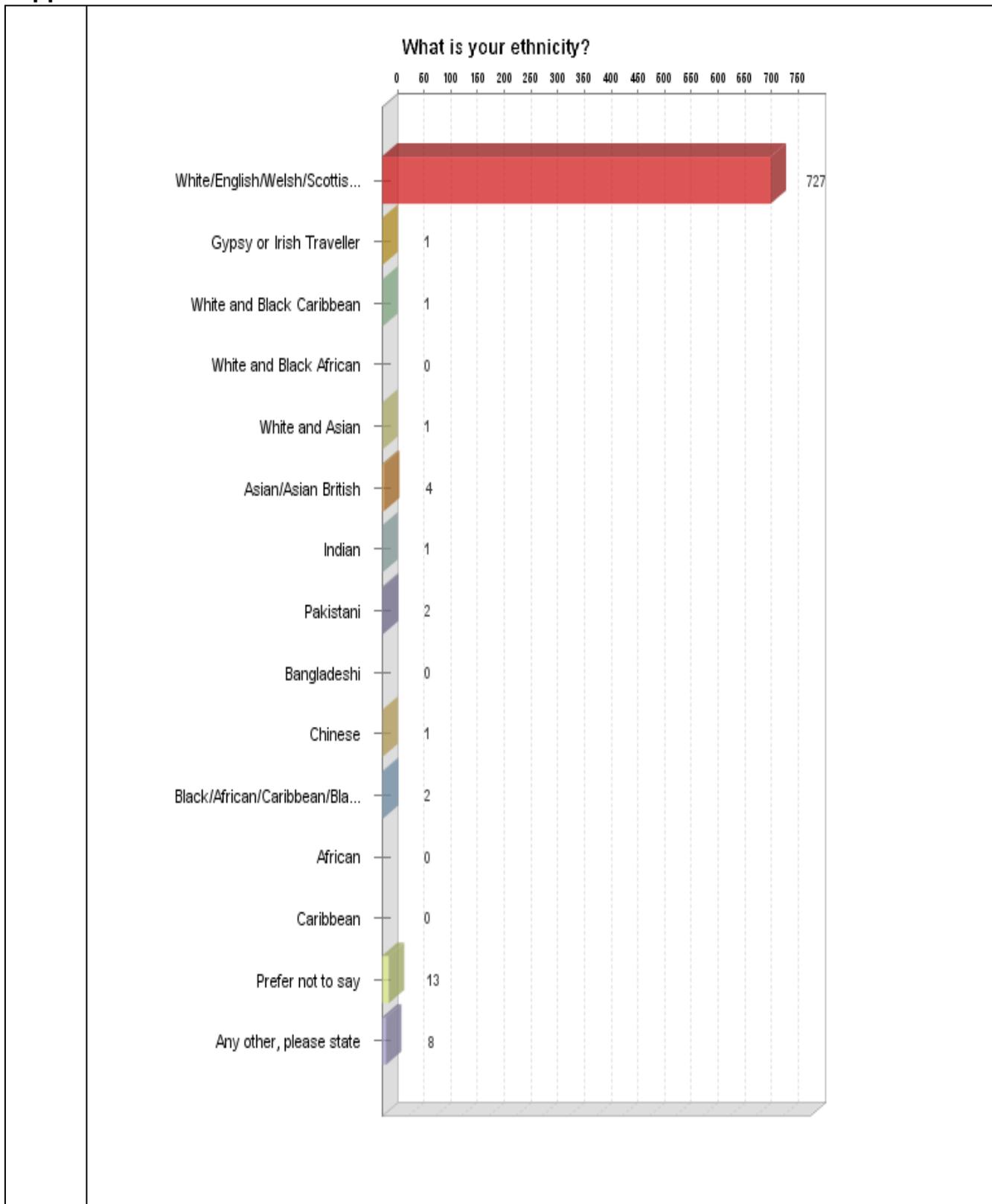
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<p>2.1</p>	<p><u>Engagement Plan</u></p> <p>The CCG Engagement plan covered a wide range of stakeholders i.e. Councillors, Local Members of parliament and informed stakeholders that the CCG are considering the options for future Primary Care Services currently provided at the Malling Wrekin Site.</p> <p>The engagement period ran from Tuesday 15th November to Friday 16th December 2016.</p>
<p>2.2</p>	<p><u>Methods of Collating Data</u></p> <p>The CCG undertook a number of ways to obtain the views of registered patients and key stakeholders :-</p> <ul style="list-style-type: none"> • A Letter was sent to all registered patients advising of the engagement exercise and the rationale. The letter also provided links to the ‘Patient on Line’ survey and telephone contact details for the CCG Patient Advice and Liaison Service as an alternative means for providing feedback • On line Patient Surveys and surveys posted directly to patients on request. • CCG drop in sessions at the IMH Malling Site • Social Media • Healthwatch • Briefing letter to Stakeholders <p>To help patients understand the process and alleviate any concerns, all registered patients were provided with the link to Frequently Asked Questions.</p>
<p>3.0</p>	<p>Patient Survey Results for Registered Patients of Malling Wrekin</p>
	<p>A letter was sent to all households registered with IMH Malling Wrekin inviting them to take part in the survey, either electronically or by requesting a paper copy or assistance to complete verbally. The survey was physically promoted by staff attending IMH Malling during the engagement period.</p> <p>Healthwatch Telford and Wrekin were aware of the survey and supported its promotion through social media.</p> <p>The survey used to seek the patient questions has been developed in partnership with users of the service, Telford patients Reading Group and Telford Health Round Table.</p> <p>4,000 letters were sent to households registered with IMH Malling Wrekin. 762 eligible responses were received to the survey. This gave a response rate of 19.05 %. A further 30 people completed the exclusion questions and having identified that they were neither registered patients or responding on behalf of a registered patient were not included in the survey results .</p>
<p>3.1</p>	<p>Patient Demographics of respondents</p>
<p>3.1.1</p>	<p><u>Gender</u></p> <p>Analysis of the Practice profile for registered patients suggests that the gender breakdown for the current registered list is:</p> <ul style="list-style-type: none"> • 51% Female • 49% male.

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	<p style="text-align: center;">What is your gender?</p>  <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Gender</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Male</td> <td>274</td> </tr> <tr> <td>Female</td> <td>476</td> </tr> <tr> <td>Transgender</td> <td>2</td> </tr> <tr> <td>Prefer not to say</td> <td>6</td> </tr> </tbody> </table> <p>In relation to the proportion of respondents that have completed the survey and provided feedback:</p> <ul style="list-style-type: none"> • 62% respondents were female • 36% respondents were male <p>The CCG recognises that the percentage of respondents does not reflect the actual practice population, however, whilst this should be considered, it should not affect the outcome of the engagement process.</p>	Gender	Count	Male	274	Female	476	Transgender	2	Prefer not to say	6								
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<p>3.1.2</p>	<p><u>Age</u></p> <p>The majority of responders were between the ages of 55 and 74 and the practice age profile of the Practice population suggests that the majority of patients registered are between the ages of 18 – 65. The survey results could be slightly skewed by the high percentage of 55 – 74 age group responding which is slightly non-representative of the practice population.</p>  <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Age Group</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Up to 17 years</td> <td>2</td> </tr> <tr> <td>18 – 24 years</td> <td>16</td> </tr> <tr> <td>25 – 34 years</td> <td>59</td> </tr> <tr> <td>35 – 44 years</td> <td>88</td> </tr> <tr> <td>45 – 54 years</td> <td>121</td> </tr> <tr> <td>55 – 64 years</td> <td>185</td> </tr> <tr> <td>65 – 74 years</td> <td>186</td> </tr> <tr> <td>75 +</td> <td>103</td> </tr> </tbody> </table>	Age Group	Count	Up to 17 years	2	18 – 24 years	16	25 – 34 years	59	35 – 44 years	88	45 – 54 years	121	55 – 64 years	185	65 – 74 years	186	75 +	103
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<p>3.1.3</p>	<p><u>Ethnicity</u></p> <p>The survey captured the ethnicity of service users to ensure that their views form part of the overall engagement exercise.</p>																		

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3.2 Postcode Location of Respondents

The results of the postcode location detail that **574** respondents were from the postcode TF1 which cover Wellington, Leegomery, Hadley, Ketley, Arleston and Hortonwood. The remaining **157** respondents were split as per below:-

Postcode	Number of Respondents
TF2	42
TF3	19
TF4	14
TF5	17
TF6	40
TF7	7
TF9	5
TF11	5
TF12	3
TF13	1
TF15	2
SY4	2

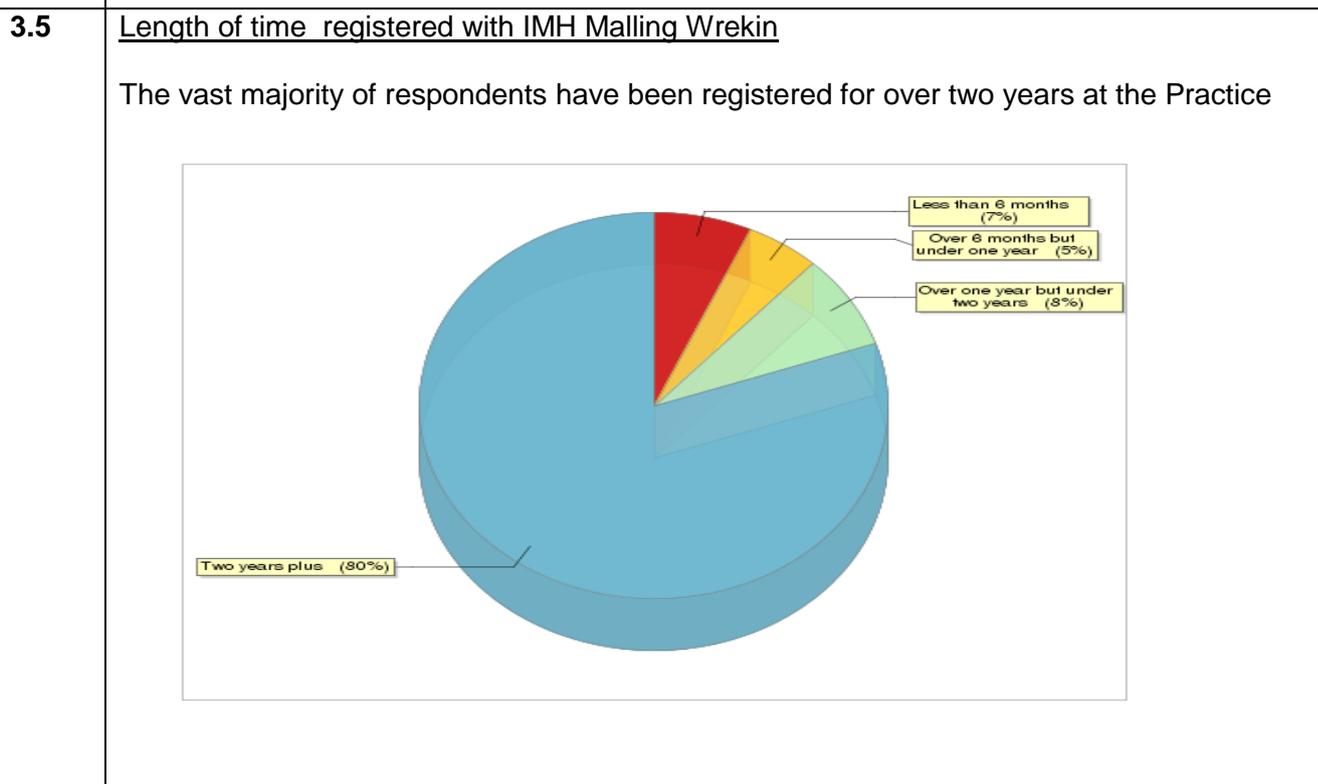
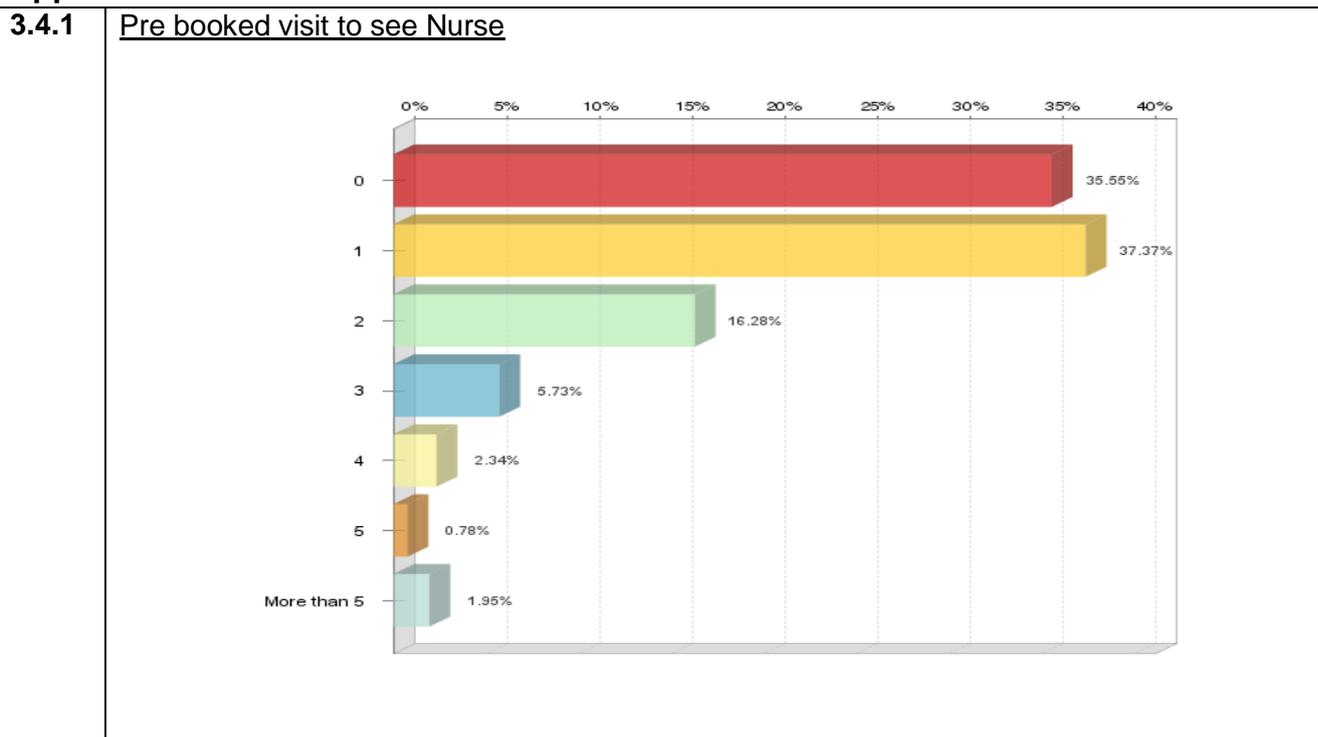
3.3 Frequency of responders' use of registered patient services

Over half of the respondents had used the registered GP services once or not at all in the last three months. Approximately 25 % had used the registered GP service 3 or more times in the last three months. The results revealed that respondents' pre booked visits to nurses are less frequent than for GPs.

3.4 Pre booked visit to see GP

Frequency	Percentage
0	25.91%
1	28.91%
2	20.83%
3	13.28%
4	6.25%
5	1.82%
More than 5	2.99%

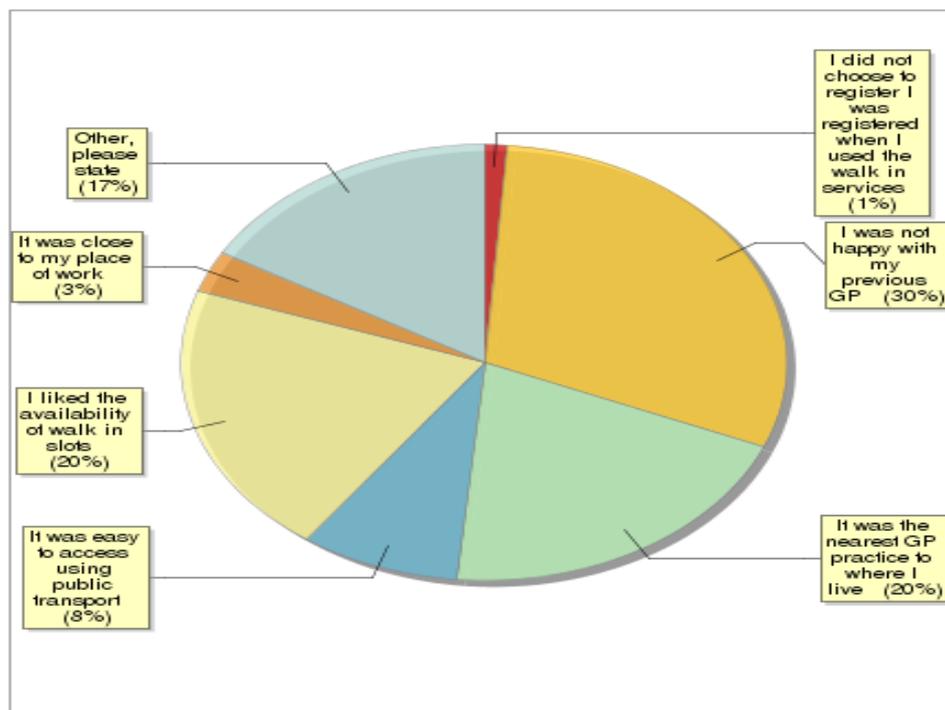
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4.0 Reasons for selecting to register at IMH Malling Wrekin

Respondents were given a pre-defined list of choices to select from and were also given the ability to describe other factors that were important to them in choosing to register at IMH Malling Wrekin.

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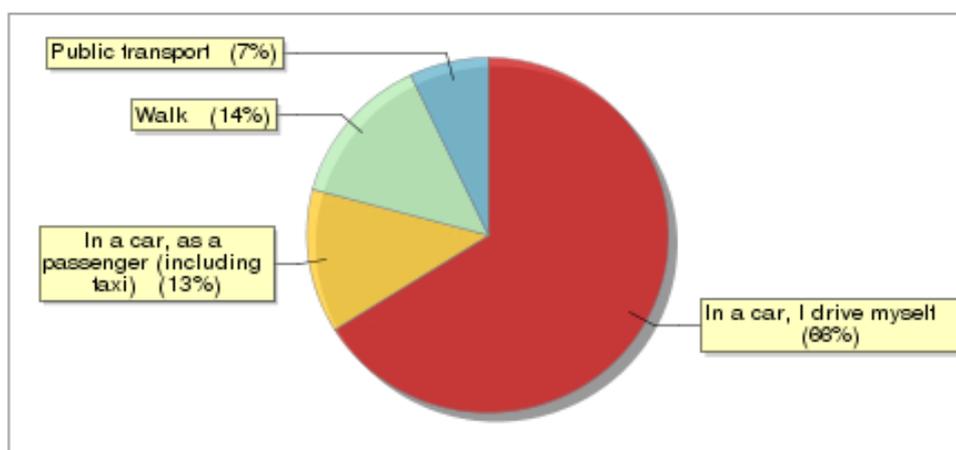
4.1 Themed analysis of the additional 257 comments provided for choosing to register at IMH Malling Wrekin

Theme One - Issues relating to previous practice
Not Happy with my previous practice state practice name Wellington
Not Happy with my previous practice no name given
Moved house and told outside my old practice catchment area
Wanted to register somewhere else but told not in catchment area
Moved from Mallin Town Centre Practice
Cleaner than previous practice
Theme Two - Opening Hours
Opening hours 365
Opening hours evenings
Opening hours weekend
Theme Three - Location
Proximity to PRH and other services
Easy Parking
Free Parking
Wheelchair Access
Walking Distance
Frequent buses run to PRH
Theme Four - Availability of appointments
Able to get appointment quickly
Was able to get appointment quickly but not now
Like how can be seen as walk in patient when no regular slots with GP left
Ability to see same Dr
Theme Five - Based on Recommendation
Recommended by friend/neighbour

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	Recommended by health professional	
	Good NHS /star rating	
	Bad review for other local practice	
	Theme Six - Other	
	Previous GP not interested in by problem but Malling helped	
	Homeless and needed a GP	
	Had to move from previous practice due to commencing work at my old practice	

5.0 Means of getting to GP surgery and distances respondents identified for travel to GP Surgery

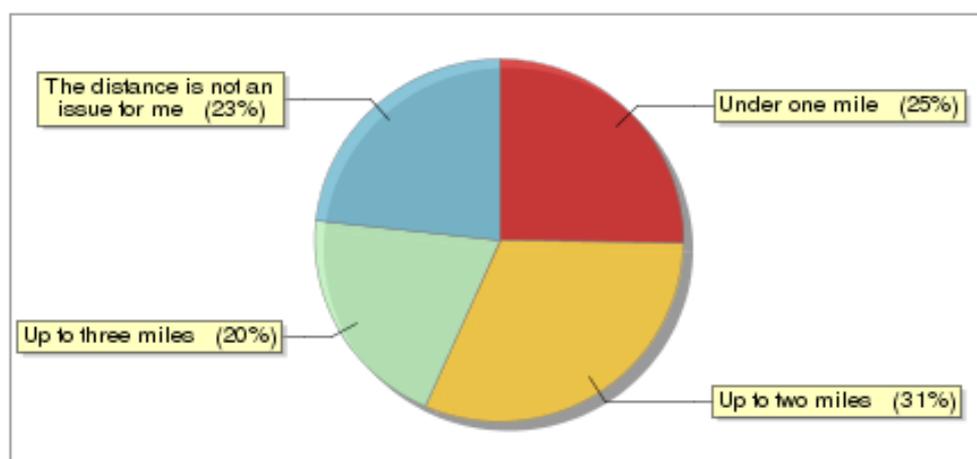


Current means of transport to IMH Malling Wrekin

The largest majority 66% of respondents drove themselves to GP appointments. 7% identified they used public transport.

The CCG would need to consider the 14% of patients that currently walk to the practice and if the contract for IMH Malling does not continue, ensure this group of patients is supported and allocated to a Practice nearby.

5.1 How far would you be prepared to travel from your home to a GP Surgery



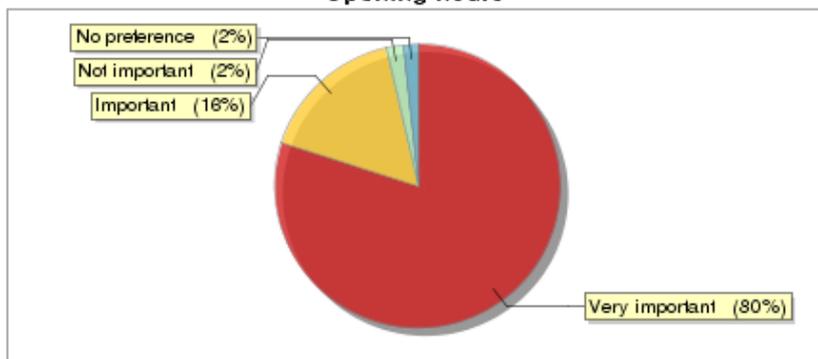
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Despite 66% of respondents using own transport to drive to practices, there was still a strong preference for access to surgery within a two to three mile distance, with only 23% commenting that distance was not an issue.

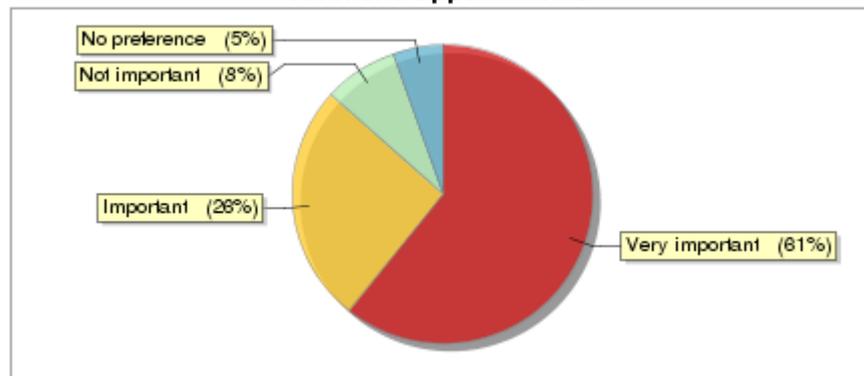
6.0 Factors that are important when choosing a GP Surgery

6.1 Respondents were given a choice of 6 pre-selected factors to rank results are shown below. Hours of opening were seen as very important to the majority of respondents. In relation to having access to GP surgery at weekends 61% rating this as very important. The ratings for seeing the same GP revealed that nearly a third (29%) of respondents did not feel this was important or very important with 71% identifying it was important.

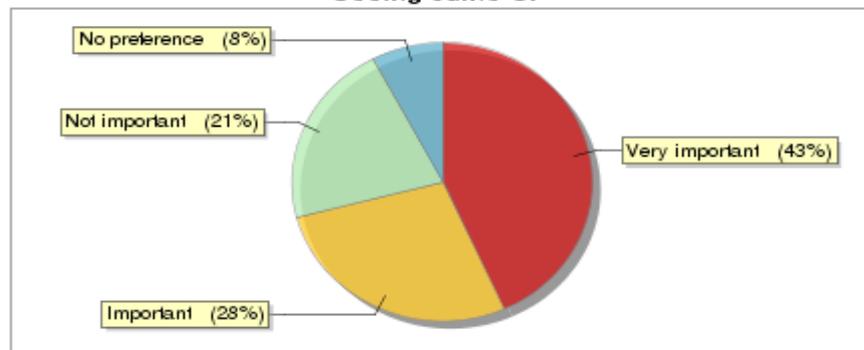
Opening hours



Weekend appointments



Seeing same GP

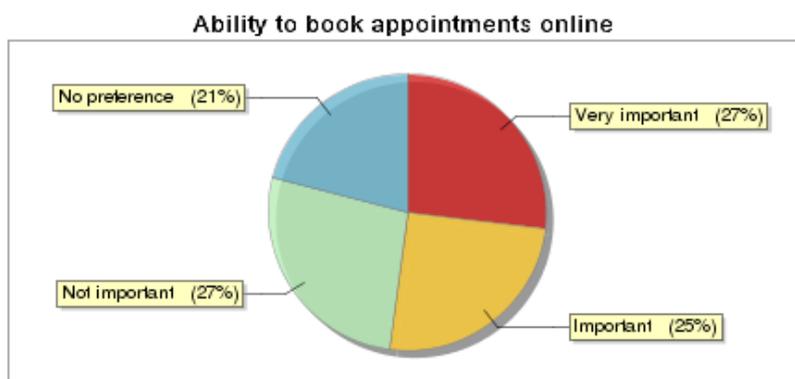


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6.2 The ability to have walk in appointments was ranked as very important or important by 82 % of respondents. This is in agreement with the results of the wider consultation carried out early in the year whereby a selection of patients from varying practices identified this as important.



6.3 The responses to the question with regard to important of on line appointments revealed that nearly half (48%) did not consider this as important or had no preference with 52% saying that this was important or very important.



6.4 Themed Analysis of other factors that are important to respondents

In addition to individually ranking each of the six factors for how important each factor was to them respondents were also given an opportunity to identify other factors that were important to them in selecting a GP. There were 412 responses to this question and the themes are detailed below.

Theme One - Characteristics of staff / factors about staff
Friendly receptionists
Staff attitude to patients
Practices with regular doctors not locums
See same Doctor each time
Female doctors
Standards of care delivered/ confidence in medical and reception staff
Doctors who listen to patients
Enough staff to cover registered and walkin/ important to have enough doctors
Drs run and own the service
Theme Two - Opening hour Comments
Long Opening Hours 8-8

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	Open at weekends	
	Opening hours that fit in with work sat or after 5.30	
	Theme Three - Availability of appointments	
	Get appointment couple of days /same week	
	Appointment availability inside 3 weeks	
	Telephone Consultations	
	See Doctor same day for urgents	
	Be seen on time	
	Appointment in reasonable time not 4-6 weeks	
	Not to have to ring at 8.30 to get appointments	
	Theme Four - Facilities available	
	Option of a walk in when no registered appointments available	
	Ability to walk in and wait to be seen straight away	
	Prefer practice to see only registered patients	
	Diabetic Clinic and ability to have bloods taken	
	Ability to monitor long term conditions/ nurse who can carry out advanced roles	
	Disability Access	
	Parking / free parking	
	Clean and welcoming/ waiting room ambience	
	Prescription renewals/ electronic prescriptions	
	Visiting GP service	
	Theme Five - Location	
	Would need another practice in Wellington area cause of transport issues	
	Proximity to home/ walking distance from home	
	Proximity to A and E	
	On bus route	
	In a location where I feel safe	
	Theme Six - Other	
	Choose according to recommendation/ reliable reputation/Practice performance score/positive survey results	
	General comment on the issues getting appointments at Malling now compared to when first opened	
	Practice that values both physical and psychiatric issues	
	<p>In addition to factors that would influence their choice of a GP Surgery, respondents also identified in these section negative comments about experiences previously with Wellington Medical Practice. Another strong theme from respondents was they did not wish Malling to close.</p>	
7.0	Further messages for Commissioners	
7.1	To allow individuals to express their opinions to commissioners, it was suggested as part of the survey review by patients that there should be another question which invited any other comments that people wished to make. There were 457 comments made under this section and the themes expressed are detailed below. Many respondents reflected the comments they had made in relation to the previous section.	
7.2	<p>In narrative feedback some patients have strongly expressed they do not wish the Malling practice to close.</p> <p>(a) The first subset of themes around this are:-</p> <ul style="list-style-type: none"> • satisfaction and praise for/with the staff at Malling • satisfaction with extended hours 	

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	<ul style="list-style-type: none"> • satisfaction with walk in concept • satisfaction with closeness to hospital for other tests • Dissatisfaction with previous GP (with Wellington Medical Practice cited) • Positive comments on IMH Malling from people identifying themselves as vulnerable who are concerned about changes
<p>7.3</p>	<p>(b) The other themes of narrative feedback are:-</p> <ul style="list-style-type: none"> • Concern about the lack of capacity at other practices • Concern over waits for appointments (both at Malling and at other practices and how dispersal might make these even longer) • Lack of evening and weekend appointments in other surgeries • Lack of doctors in general • Attitude of receptionist staff in general • Changes to length of time they now wait to get appointments from IMH Malling(negative comments) • Patients wanting to understand how they select new practices
<p>7.4</p>	<p>Feedback from other Stakeholders</p>
	<p>The impact that closure of walk in/ Malling on the PRH site will have on A&E on this site both from the delivery of the ED 95 % target and the premise that a percentage of patients who currently use IMH Malling as their emergency care portal will default to using the A&E if it was not available.</p> <p>Feedback has also been received from Councillors, Providers and patients via email, letter and phone call. The majority of the feedback relates to one of the themes identified above in section 7.2 and 7.3, however additional feedback indicated that :-</p> <ul style="list-style-type: none"> • Agreement from a local councillor that other surgery's need to provide a walk in service. • Telford and Wrekin CCG, Out of Hours provider Shropdoc has raised concerns about the impact the removal of the out of hours walk in service will have on their service, if the decision is made to not renew the contract. • A patient questioned whether the process was a cost cutting exercise linked with other programs of work looking at redesigning of local hospital services. It should be noted that should the decision be made to not renew or extend the IMH contract, any funding that is released will be reinvested back into Primary Care.
<p>8.0</p>	<p>Summary and Recommendations for Consideration</p>
	<p>If the Primary Care Committee approve the decision to not renew or extend the IMH Malling Wrekin Ltd contract, further recommendations and considerations are suggested following the analysis from the Patient feedback :-</p> <ul style="list-style-type: none"> • All vulnerable patients need to be identified by the practice and assisted in their transition to other practices if there are to be changes and contract for registered not renewed • The CCG needs to consider how it can assist patients make active choices about other practices in the area. • The CCG need to risk assesses and plan mitigations for the impact on the whole urgent care system of removing the facilities form their current site. • The CCG Access and extended opening hours are highlighted as a key issue patients want the CCG to address .