



Rooksdown Practice and Beggarwood Surgery Engagement Report

1. Introduction

Cedar Medical Limited and NHS North Hampshire Clinical Commissioning Group (CCG), by mutual agreement, decided that the six-month notice of contract termination would commence on 8 March, 2019. This is the required period for ending their contract with the CCG to provide general medical services from the two practice sites.

As part of its planning, the CCG sought the views of patients registered at the surgeries on the services they currently use at the surgeries, which services they most want maintained and if they would like to see any new services introduced, or existing ones improved.

These valuable views will be shared with the new provider to ensure that primary care services not only continue but can also be improved in the future.

2. Previous engagement

The CCG has been in regular discussion with key stakeholders including the local MP, Councillors and the practice's Patient Participation Group about the potential future arrangements for the provision of these Primary Care services.

These discussions have included discussing concerns about the quality of the current services and how these can be improved.

3. Seeking patients views

The CCG sought the views of patients registered at the practice through a survey and two drop-in events. The survey, available in full at Appendix one, was available both online and in paper format at both surgery sites. A drop-in event was held at each practice with one held during the day and one in the evening. A letter was sent to every patient outlining the current situation with the practice and inviting patients to share their views through the survey and/or by attending either of the drop-in events.

Both the CCG and practice websites were regularly updated and included details of the survey and drop-in events. The survey and events were also publicised on posters displayed in the practices and neighbouring pharmacy.

4. Drop-in events

Two drop-in events were held, one at each practice, with one afternoon and one evening session. The events were attended by 49 people.

At the events CCG representatives provided an update on the current situation and invited attendees to share their thoughts and/or raise questions.

A number of questions were asked with the following themes:

Theme	Number of people
Current process to secure a new provider, including timescales	16
How the current situation was reached, how the practices have declined and if lessons have been learnt	12
The CCG and its role	4
How primary care services are monitored	3
Increasing population and the impact on the practices	3
The role and services of local pharmacies	2
Will both practices have the same provider or split	1

Many attendees shared their thoughts and the themes from these have been added to the themes from the survey and detailed in section eight.

5. Survey respondents

The survey was completed by 597 people. Of these:

- The majority (36.55%) were aged 35 to 44 years with:
 - 0.36% under 18 years
 - 18.18% 18 to 34 years
 - 19.64% 45 to 54 years
 - 10.36% 55 to 64 years
 - 9.09% 65 to 74 years
 - 4.91% 75 years or over
 - 0.91% preferred not to disclose their age
- 20.62% said their day-to-day activities were limited because of a long-term health problem or disability
- 94.64% were white
- 49.53% stated they didn't have a belief with 47.64% describing their religion as Christianity
- 73.01% were female and 26.99% were male
- 95.66% were heterosexual
- 6.73% said they are a carer.

6. Survey responses

The survey asked 10 questions. The key themes from the comments made using free text have been included in section eight.

1. How many times have you visited either of the surgeries in the last year?
 - Not at all – 3.44%
 - Once or twice – 30.64%
 - Up to five times – 34.77%
 - More than five times – 31.15%

2. In the last year which services have you used?
 - Pre-booked GP appointment – 67.19%
 - Pre-booked practice nurse appointment – 54.80%
 - Pre-booked phlebotomy appointment – 33.33%
 - Urgent same day appointment with GP – 48.87%
 - Telephone consultation with GP – 63.87%
 - Telephone consultation with a practice nurse – 24.78%
 - Booking an appointment online – 5.58%

- Requesting repeat prescriptions online – 34.21%
 - Other – 11.87% - responses included flu jabs, midwife appointments, urgent same day appointments with a nurse, test results and telephone repeat prescription requests
3. If you have not used the surgeries over the last year, why is this?
- Location is inconvenient – 5.13%
 - The existing opening times – 12.82%
 - Difficult to access (limited parking) – 2.56%
 - The service I need is not provided – 12.82%
 - No need to see a GP or practice nurse – 16.67%
 - Other – 61.54% - responses included in section eight
4. What do you think are the most important factors that should be considered for the future options?
- Ensuring the quality of services is as high as possible – 82.93%
 - Being able to book an appointment when I need one – 92.41%
 - Offering more urgent same-day appointments – 71.21%
 - Offering more routine pre-bookable appointments – 76.38%
 - Other – 20.17% - responses included in section eight
5. Which of the options you chose for question four is the most important?
- Ensuring the quality of service is as high as possible – 26.00%
 - Being able to book an appointment when I need one – 47.47%
 - Offering more urgent same-day appointments – 7.85%
 - Offering more routine pre-bookable appointments – 13.26%
 - Other – 5.41% - responses included in section eight
6. Which three things do you most value about the current services?
- Quality of care provided – 34.87%
 - Friendly, approachable staff – 31.60%
 - Availability of urgent same day appointments, including phone – 38.73%
 - Availability of bookable routine appointments, including phone – 27.55%
 - Continuity of care – 15.22%
 - Nurse led clinics – 25.43%
 - Other – 35.45% - responses included in section eight
7. If you struggle to fit in appointments during usual opening times which of these options would be preferable?
- Weekdays before 8am – 13.06%
 - Weekdays after 6.30pm – 51.46%
 - Saturdays – 32.94%
 - Sundays – 2.53%
8. Thinking about GP surgeries in the future, which of the following are important to you?
- Being able to book to see any GP within a few days – 86.90%
 - Having a surgery with a wide range of services in one place – 45.00%
 - Always able to see my 'own' GP – 50.52%
 - Able to see a GP/practice nurse urgently on the same day – 70.34%

- Able to speak to a GP/practice nurse on the phone – 49.48%
- Able to see the best healthcare professional, eg a physio – 34.48%
- Able to book early morning, evening or weekend appointments – 63.45%
- Other – 11.72% - responses included in section eight

9. Which of the factors in question 8 is more important to you?

- Being able to book to see any GP within a few days – 37.54%
- Having a surgery with a wide range of services in one place – 3.46%
- Always able to see my 'own' GP – 16.78%
- Able to see a GP/practice nurse urgently on the same day – 20.93%
- Able to speak to a GP/practice nurse on the phone – 4.50%
- Able to see the best healthcare professional, eg a physio – 2.60%
- Able to book early morning, evening or weekend appointments – 11.07%
- Other – 3.11% - responses included in section eight

10. Is there anything you would like the CCG to consider that has not already been covered in this survey? – Responses to this question have been included in section eight.

7. Complaints received by the CCG

Since January 1, 2019 the CCG has received 22 complaints about the surgeries. Each of these has been handled individually with the themes included in section eight.

8. Key themes

The key themes from the comments made by respondents through the survey, the drop-in events and complaints received by the CCG were:

Theme	Number of people
Access to flexible (online, etc) appointments with permanent clinical staff, including female GPs, needs to improve	292
Staff customer service and communication, particularly from the reception team, needs improving	130
Quality, including patient safety, of the current services, including quality of care from locums, needs to improve	125
Access to a wider range of services, such as dieticians, sexual health, smears, travel vaccines, health checks, increased blood tests, extended access and online services, would be good	94
Continuity of care is not provided but is important/valued	89
Holistic care with regular monitoring of long-term conditions and any follow up care or referrals required	23
Staff, particularly the nurses and the midwifery team, have been very helpful through this difficult situation	22
Difficulties, including transport, when offered an appointment at another site	20
GPs/locums do not know patients or read their case history before appointments	11
Value the location of the practices	10
Practices, members of staff and the service provided is good	9
Receptionists need to be trained to signpost patients more effectively, including to self help	7
Practices need to be able to cope with increasing local populations	6

Patient's personal circumstances are not considered when being offered an appointment, including work commitments	6
Posters on display and websites are out of date which does not give a professional impression	4

Rooksdown and Beggarwood Surgeries patient survey

Help us shape the future of your local primary medical services

As you know Cedar Medical Limited and NHS North Hampshire Clinical Commissioning Group (CCG) have by mutual agreement decided that the six-month notice of contract termination would commence on 8 March, 2019. This is the required period for ending their contract with the CCG to provide general medical services from the two practice sites.

As part of our planning, we would really value your thoughts about which services you currently use at the surgeries, which services you most want maintained, or if you would like to see any new services introduced, or existing ones improved.

We will share your views with the new provider to ensure that primary care services not only continue but can also be improved in the future.

The deadline for you to respond to our survey is midnight on Sunday, 12 May, 2019.

Thank you for taking the time to share your views.

Section 1 – What do you think?

1.	<p>How many times have you visited either Rooksdown or Beggarwood surgeries in the last year?</p> <p> <input type="checkbox"/> Not at all <input type="checkbox"/> Up to five times <input type="checkbox"/> Once or twice <input type="checkbox"/> More than five times </p>
2.	<p>In the last year which services have you used at the surgery? Please tick all that apply</p> <p> <input type="checkbox"/> Pre-booked GP appointment <input type="checkbox"/> Pre-booked practice nurse appointment <input type="checkbox"/> Pre-booked phlebotomy appointment (blood tests) <input type="checkbox"/> Urgent same day appointment with GP <input type="checkbox"/> Telephone consultation with GP <input type="checkbox"/> Telephone consultation with a practice nurse <input type="checkbox"/> Booking an appointment online <input type="checkbox"/> Requesting repeat prescriptions online <input type="checkbox"/> Other – please specify: </p>

3.	<p>If you have not used the surgeries over the last year, why is this?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Location is inconvenient <input type="checkbox"/> The existing opening hours <input type="checkbox"/> Difficult to access (limited parking) <input type="checkbox"/> The service I need is not provided <input type="checkbox"/> No need to see a GP or practice nurse <input type="checkbox"/> Other – please specify:
4.	<p>As the CCG considers the future options for your local medical services what do you think are the most important factors that should be considered? Please select all that apply</p> <ul style="list-style-type: none"> <input type="checkbox"/> Ensuring the quality of service is as high as possible <input type="checkbox"/> Being able to book an appointment when I need one <input type="checkbox"/> Offering more same-day appointments for patients with an urgent need <input type="checkbox"/> Offering more pre-bookable routine appointments <input type="checkbox"/> Other – please specify:
5.	<p>If you had to choose just one of the answers to question 4, which one is most important to you? Please select one option</p> <ul style="list-style-type: none"> <input type="checkbox"/> Ensuring the quality of service is as high as possible <input type="checkbox"/> Being able to book an appointment when I need one <input type="checkbox"/> Offering more same-day appointments for patients with an urgent need <input type="checkbox"/> Offering more pre-bookable routine appointments <input type="checkbox"/> Other – please specify:
6.	<p>Which three things do you most value about the services which are currently provided by Rookdown and Beggarwood surgeries? Please select three options</p> <ul style="list-style-type: none"> <input type="checkbox"/> Quality of care provided <input type="checkbox"/> Friendly, approachable staff <input type="checkbox"/> Availability of urgent same-day appointments/telephone consultations <input type="checkbox"/> Availability of pre-bookable appointments/telephone consultations <input type="checkbox"/> Continuity of care <input type="checkbox"/> Nurse led clinics, eg diabetes, asthma, COPD, health checks <input type="checkbox"/> Other – please specify:

7.	<p>If you struggle to fit in appointments with a GP or nurse during the usual opening hours, would any of the following times be preferable? Please select one option</p> <p><input type="checkbox"/> Weekday before 8am <input type="checkbox"/> Saturdays <input type="checkbox"/> Weekdays after 6.30pm <input type="checkbox"/> Sundays</p>
8.	<p>Thinking about GP surgeries in the future, which of the following factors are important to you? Please select all that apply</p> <p><input type="checkbox"/> Being able to book to see any GP within a few days <input type="checkbox"/> Having a surgery which offers a wide range of services in one place <input type="checkbox"/> Always being able to see my 'own' GP <input type="checkbox"/> Being able to see a GP/practice nurse urgently on the same day <input type="checkbox"/> Being able to speak to a GP/practice nurse on the phone <input type="checkbox"/> Being able to see a different healthcare professional who is best-placed to see me, such as a physiotherapist or mental health nurse <input type="checkbox"/> Being able to book appointments early mornings, evenings or weekends <input type="checkbox"/> Other – please specify:</p>
9.	<p>Which of the factors in question 8 is the most important to you? Please select one option</p> <p><input type="checkbox"/> Being able to book to see any GP within a few days <input type="checkbox"/> Having a surgery which offers a wide range of services in one place <input type="checkbox"/> Always being able to see my 'own' GP <input type="checkbox"/> Being able to see a GP/practice nurse urgently on the same day <input type="checkbox"/> Being able to speak to a GP/practice nurse on the phone <input type="checkbox"/> Being able to see a different healthcare professional who is best-placed to see me, such as a physiotherapist or mental health nurse <input type="checkbox"/> Being able to book appointments early mornings, evenings or weekends <input type="checkbox"/> Other – please specify:</p>
10.	<p>Is there anything you would like the CCG to consider that has not already been covered in this survey – or any service you would like to see provided at the surgery which is not currently available? Please state:</p>

Section 2 – About you

We want to make sure that we listen to everyone, whatever their background. You can help us do this by letting us know about you which will help us to improve how we seek the views of local people.

We know this information is sensitive. We abide by very strict laws to make sure that we protect your information, keep it securely and use it responsibly in an anonymised way.

Age	<p>How old are you?</p> <p><input type="checkbox"/> Under 18 <input type="checkbox"/> 18 to 34 <input type="checkbox"/> 35 to 44 <input type="checkbox"/> 45 to 54</p> <p><input type="checkbox"/> 55 to 64 <input type="checkbox"/> 65 to 74 <input type="checkbox"/> Over 75 <input type="checkbox"/> Prefer not to say</p>
Disability	<p>Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?</p> <p><input type="checkbox"/> Yes, a lot <input type="checkbox"/> Yes, limited <input type="checkbox"/> No <input type="checkbox"/> Prefer not to say</p> <p>If you have answered 'yes', please indicate your health problem or disability:</p> <p><input type="checkbox"/> Vision (partial sight or blindness)</p> <p><input type="checkbox"/> Hearing (partial hearing or deafness)</p> <p><input type="checkbox"/> Physical disability</p> <p><input type="checkbox"/> Learning disability</p> <p><input type="checkbox"/> Mental health</p> <p><input type="checkbox"/> Long term condition (eg diabetes, heart problems, epilepsy)</p>
Ethnicity	<p>Please state your ethnic origin:</p> <p><input type="checkbox"/> White <input type="checkbox"/> Black <input type="checkbox"/> Asian <input type="checkbox"/> Mixed <input type="checkbox"/> Other.....</p>
Religion or Belief	<p>How would you describe your religion or belief?</p> <p><input type="checkbox"/> No belief <input type="checkbox"/> Buddhism <input type="checkbox"/> Christianity <input type="checkbox"/> Islam <input type="checkbox"/> Judaism</p> <p><input type="checkbox"/> Hinduism <input type="checkbox"/> Sikhism <input type="checkbox"/> Other.....</p>
Sex	<p><input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other Gendered</p>
Sexual Orientation	<p><input type="checkbox"/> Gay man <input type="checkbox"/> Gay woman/lesbian <input type="checkbox"/> Heterosexual <input type="checkbox"/> Bisexual</p>
Carer Status	<p>Are you an unpaid carer? That is, do you look after or support another person (eg a spouse/partner, family member, friend or neighbour) because of long term physical or mental ill-health disability or problems related to old age?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>

Thank you again for completing this survey

MAY 2019

WHAT'S HAPPENING AT ROOKSDOWN & BEGGARWOOD?

Rooksdown Practice and Beggarwood Surgery are changing provider. The practices will remain open while we find a new one to run the services for you, so you don't need to do anything.

WHAT DOES THIS MEAN FOR ME?

You will still have access to the same services that you do now and we are supporting the practice to maintain and improve their services during the notice period. We will have plans in place before the notice period comes to an end, so you will always be able to use your GP services.

DO I HAVE A SAY IN WHAT HAPPENS?

As part of the process, we would really welcome and value your thoughts in a short survey, available online at:

www.northhampshireccg.co.uk/beggarwoodandrooksdown/

Paper copies are also available in the Rooksdown Practice and Beggarwood Surgery. We invite you to submit your thoughts no later than midnight on Sunday 12 May 2019.

We would also invite you to attend 'drop in' sessions, hosted by North Hampshire Clinical Commissioning Group (CCG) and the practices, on the following dates:

- Wednesday 8th May, from 1pm to 4.30pm at the Beggarwood Surgery
- Thursday 9th May, from 6.45pm to 8.15pm at the Rooksdown Practice

At the sessions you will have the chance to ask questions about what this news means for you, to raise issues, find out the latest information and speak face-to-face with either North Hampshire CCG or the practice representatives. You are welcome to attend either of the sessions.

We will update our website at the address above at key stages to keep you informed. If you have any concerns in the meantime you can talk to the practice or contact North Hampshire CCG at:

nhccg.complaints@nhs.net or on 01256 705 507

