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Changes at Trinity GP Practice Southport

An overview of the patient and partner engagement and feedback

February 2016

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Introduction

NHS England and NHS Southport and Formby Clinical Commissioning Group (CCG) recently undertook a review of the services provided at the practice to ensure they continue to meet the needs of the local population. This was done as part of the contract renewal process as the existing contract is due to come to an end on 31 March 2016.

About the practice

Trinity Practice was established in 2008 to serve the growing number of migrant workers moving into the town centre and the large number of elderly care home patients in the area. Over the years many migrant workers have moved from the town centre to other areas of Southport and there has been an increase in the number of frail elderly residents requiring GP support.

To reflect these changes, NHS England and the CCG have made some minor changes to the services at the practice and the area of Southport that the practice covers.

The changes are as follows:

- **Changes to opening hours** - from 8.00am - 8.00pm to 8.00am - 6.30pm, Monday – Friday. This has not reduced the availability of GP appointments as none were offered after 6.30pm.
- **Saturday morning nurse-led appointment service** - only a very small number of patients used this service so it has been discontinued to free - up resources for other services
- **Change to the practice area** -the area covered by the practice will change on 1st April 2016. This affects only a small number of patients who will be contacted individually to explain the options available.

How patients and partners were informed and involved

NHS England and NHS Southport and Formby CCG) completed an engagement exercise with patients at the practice, local GPs and care homes.

The aim of the engagement was to inform all concerned about the changes and provide opportunities to ask questions and raise any concerns. The following approaches were used:

- letters were sent to all registered patients, GPs and care home managers informing them of the changes
- information was made available through a range of other channels e.g.; practice poster, CCG and practice websites



- feedback was invited through a dedicated phone line and email address to enable patients, GPs and care home managers to raise any issues and make any comments about the changes
- direct contact was made with the small number of patients impacted by the change in the practice area

Equality assessment

An equality and diversity assessment of the engagement process and the possible impact of the changes was undertaken.

As the practice includes a high number of migrant workers and care home patients, it was important to ensure that all patients were properly informed and the potential impact of these changes for these groups was considered.

The equality and diversity assessment highlighted the importance of providing information in other languages/ formats and recommended that focus groups were held with migrant workers and families to explore their views on GP services.

What the feedback revealed

Patient feedback - only one call was received to the dedicated phone line. This was from a patient who was concerned about the change in practice area and further information and reassurance was provided.

Migrant worker focus groups discussed GP access and GP services in the Southport area. The main themes of these discussions were as follows:

- Finding and registering with a GP was straightforward
- Availability and quality of interpretation services was important but this was inconsistent; this was particularly an issue for the GP 'out of hours' service
- Booking GP appointments was often problematic and availability of appointments limited, including evening appointments
- Discussing patient issues in public areas was sometimes an issue

The final **equality and diversity review** of the feedback received concluded that there were no significant issues to be addressed.

How the feedback will be used

As there were no concerns raised about the practice changes, the minor changes to the service and the practice area will be fully adopted.

The feedback from the migrant worker focus groups will be used by NHS England and NHS Southport and Formby CCG in the development of primary care, including the provision of GP services in the area.

