

# 7Brooks Medical Practice and Dr KK Chan & partners Proposal to merge the practices

Engagement Report

June 2019



If you would like help **translating** this information into another language, or you would like this information in Braille, large print or audio format, please get in touch with the practice.

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# Background

Between 7<sup>th</sup> May 2019 and 18<sup>th</sup> June 2019 we spoke to patients at 7 Brooks Medical Practice and Dr KK Chan & partners about a proposal to merge the practices into one larger practice. This engagement work was supported by the Engagement Team at NHS Wigan Borough Clinical Commissioning Group (CCG) who is responsible for funding the practice.

7Brooks Medical Practice and Dr KK Chan & partners in Atherton currently share the same building on Church Street but run as two separate practices. Dr KK Chan & partners also have a practice in Ormerod House called Elmfield Surgery. When several key members of staff left 7Brooks Medical Practice last year, Dr KK Chan & partners stepped in to help manage the back office functions. This has been working well and the practices have started to adopt some of the same processes and procedures.

As a next step they are going to apply to formally merge the two practices into one larger practice. This would see them have a combined list size of 10,100.

The aim of the engagement work was to talk to patients about the proposed merger and to gather their feedback about potential benefits or any concerns.

# How did we engage with people?

We produced an information leaflet and a survey which we used to gather feedback from patients. We undertook a number of online and face to face activities to gather views.

## Online activities:

- The leaflet and survey was made available on the practice and Wigan Borough Clinical Commissioning Group (CCG) website
- The leaflet and survey was sent out to local patient groups via the CCG Engagement Team
- Links to the leaflet and survey was posted about on CCG social media pages

## Face to face activities:

- We held 3 drop in sessions across Church Street and Elmfield Surgery
- We held a Patient Participation Group (PPG) meeting
- Reception handed out the leaflet and surveys to patients

# Number of contacts

Activity	Number
Completed surveys:	
Patients registered with Dr KK Chan & partners	74
Patients registered with 7Brooks Medical Practice	38
Drop in Session/s:	
Church Street	15
Elmfield Surgery	9
Other:	
Letter	1
Social media comment	1
Total	138

# Summary of results

In total there were 138 contacts with patients. The comments about potential benefits (103) outweighed those about concerns (78) which suggests more patients were in support with the merger.

Some patients said they could see the benefits of the merger without being specific about why. Patients we spoke to in person at the practices commented that it would be nice to see the practices in Church Street working together with one reception.

The most common issue patients mentioned was the availability of appointments and staff. Those who supported the merger thought it would mean there would be more appointments whilst those who had concerns thought there would be less. This is one of the points the practice has responded to within the “you said, we listened” section on pages 15 - 17.

## **Key points around the potential benefits:**

- Patients identified a range of benefits to the merger and these were similar between patients of both practices
- Having more choice of doctors and nurses was a more popular comment for patients registered at 7Brooks Medical Practice
- Some patients with 7Brooks identified it as a benefit that they would be able to visit Church Street or Elmfield Surgery in the future which gives more options

## **Key points around concerns:**

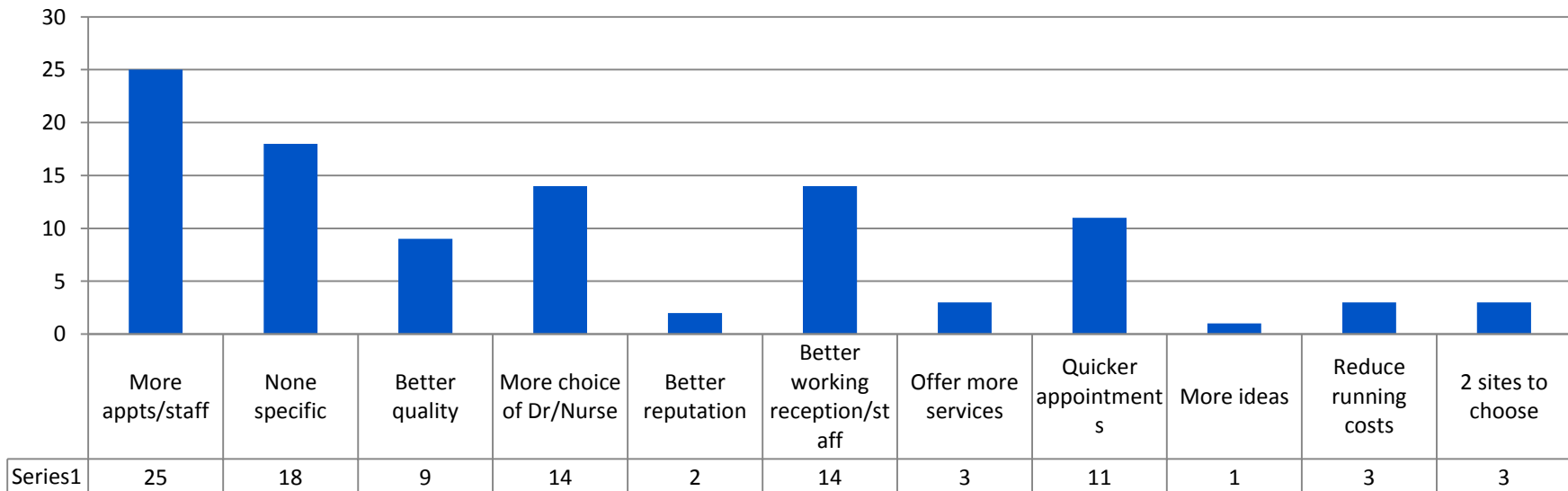
- Patients had a range of concerns about the merger but they were generally the same between patients of both practices
- After availability of appointments, the most common issue raised was around continuity of care
- Some patients with Dr KK Chan & partners raised concern about the impact the merge would have on the quality of clinical care

# Potential Benefits - results

## Overall responses

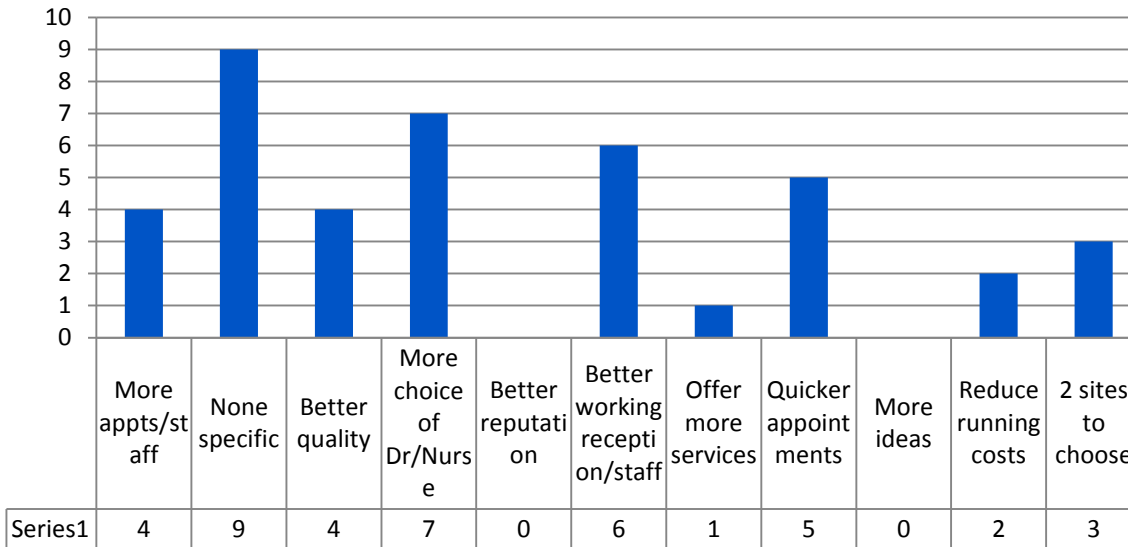
There were 103 different comments relating to benefits of merging the practices. We have put them into the following themes:

- Having more appointments / staff available
- Getting a better quality service
- More choice of doctors and nurses
- Better working reception / between staff
- Being able to offer more services
- Getting quicker appointments
- Getting more ideas
- Reduce running costs of the practice/s
- Having 2 sites to choose from
- Non specific comment (e.g. yes will benefit)



# Responses broken down by practice

## 7Brooks patients



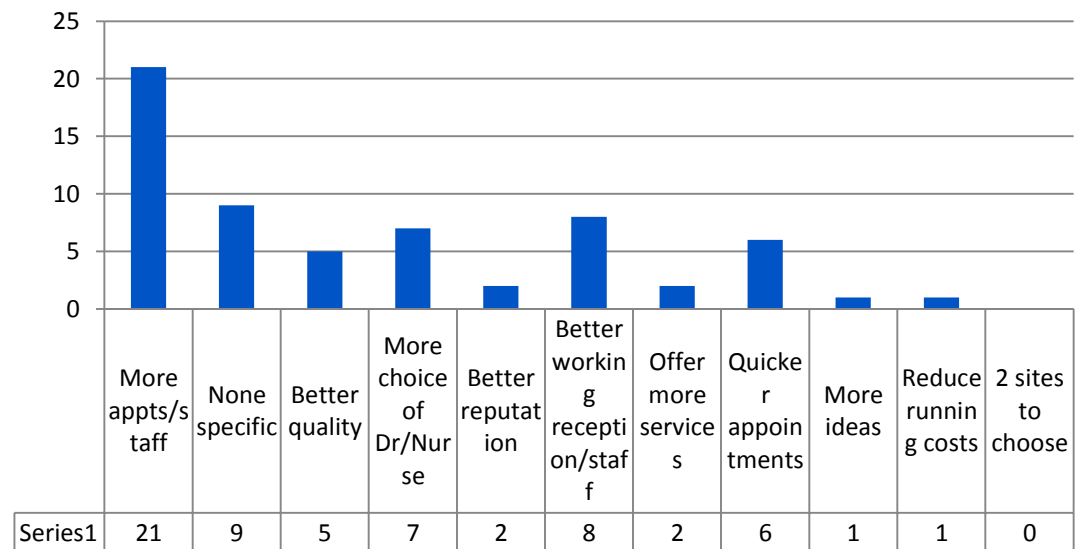
The top 3 themes from patients registered with 7Brooks Medical Practice are:

1. More choice of doctors and nurses (7)
2. Better working reception and between staff (6)
3. Quicker appointments (5)

The top 3 themes from patients registered with Dr KK Chan & partners:

1. More availability of appointments and staff (21)
2. Better working reception and between staff (8)
3. More choice of doctors and nurses (7)

## Dr KK Chan & partners



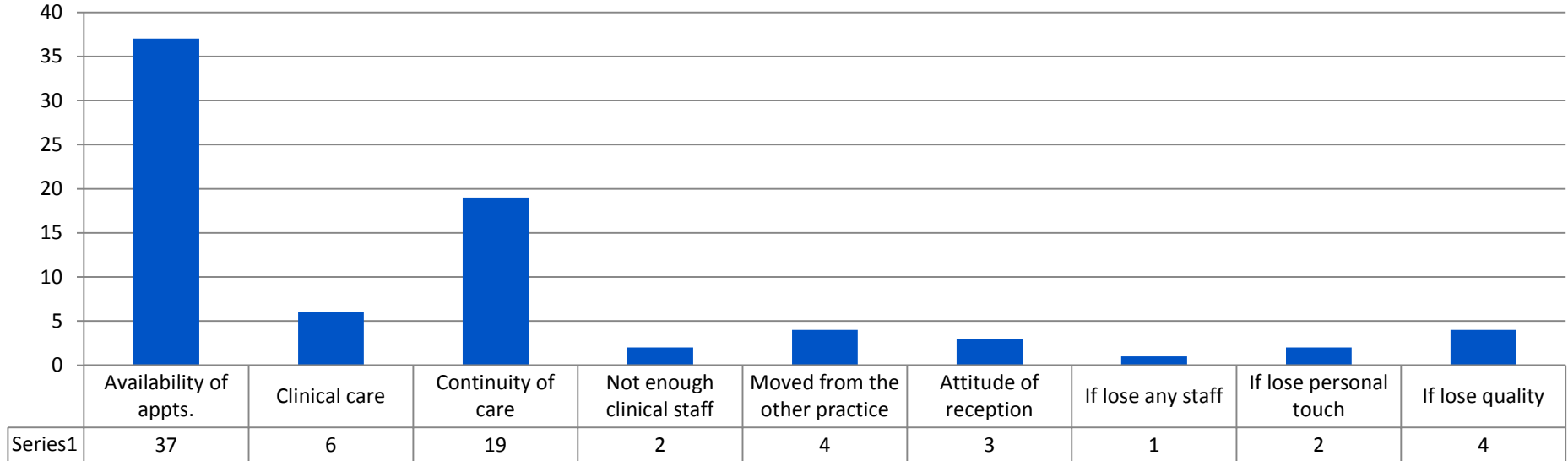


# Concerns - results

## Overall responses

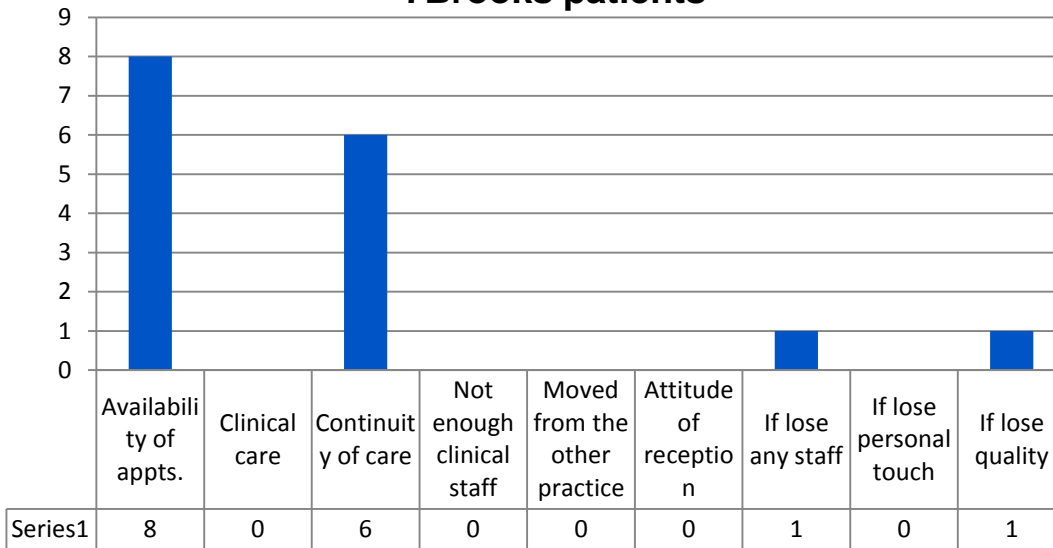
There were 78 different comments relating to concerns about the merger. We have put them into the following themes:

- Impact on the availability of appointments
- Concern about clinical care
- Concern about the impact on continuity of care and having to see different clinical staff
- Concern about there not being enough clinical staff to deal with the amount of patients
- A patient who has moved from the other practice
- Attitude of reception
- If they lose any staff because of the merge
- If they lose the personal touch if they merge
- If the quality drops because of the merge



## Responses broken down by practice

### 7Brooks patients



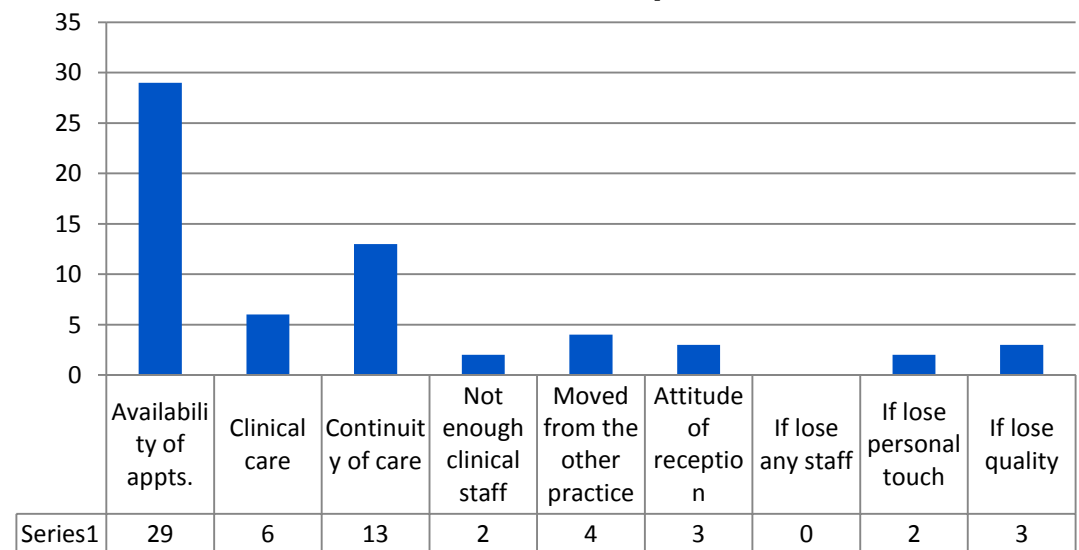
The top 3 themes from patients registered with 7Brooks Medical Practice are:

1. Concern about the impact on availability of appointments (8)
2. Concern about the impact on continuity of care (6)
3. If they lose any staff or quality (1 each)

The top 3 themes from patients registered with Dr KK Chan & partners:

1. Concern about the impact on availability of appointments (29)
2. Concern about the impact on continuity of care (13)
3. Concern about the impact on clinical care (6)

### Dr KK Chan & partners



# Additional comments

These are some of the additional comments that were made relating to the proposed merger:

- A small number of patients who responded raised concern about the clinical care at 7Brooks Medical Practice they had either experienced or heard of. There was concern that the quality of care for patients at Dr KK Chan & partners would be negatively affected
- Some patients commented frustration about the availability of Dr KK Chan. Dr Chan is very popular and patients like to see him
- There were questions about how the appointment system would work across Church Street and Elmfield Surgery
- Would the practice be able to offer blood tests or more extended hours services in the future?
- Some patients commented that it would be nice to see the practices working together again as they did in the past and that the current set up of reception being separate feels silly to some
- Some patients commented that it is hard to get an appointment

# Patient Participation Group (PPG) Meeting

10 people attended the PPG meeting held at Church Street on Monday 10<sup>th</sup> June 2019.

Overall, the patients were supportive of the practices merging and expressed an interest in helping to communicate the change to patients if it goes ahead.

There were some minor concerns which the practice discussed and addressed at the meeting:

- Concern about continuity of care particularly if you have a Long Term Condition (LTC)
- The number of doctors and nurses that would be available in the practice
- How the appointments system would be managed across Church Street and Elmfield Sites

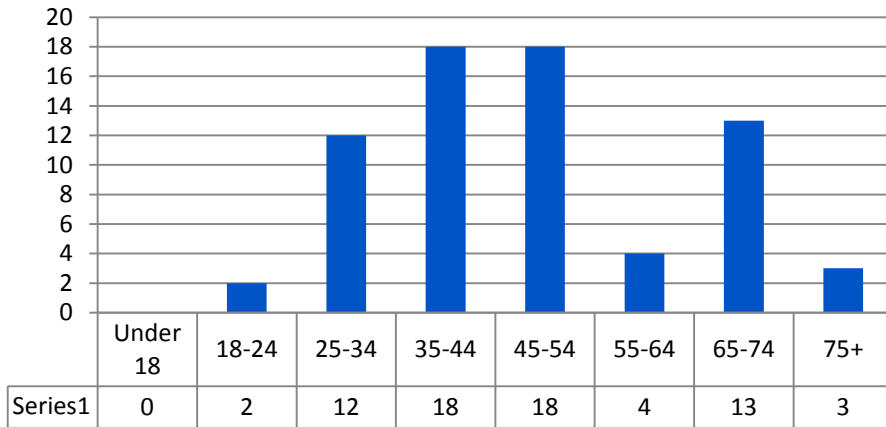
We have included these points within the “you said, we listened” summary at the end of this report so you can see the response from the practice.

24 people who completed the survey said that they would be interested in joining the PPG and they will be contacted by the practice team in due course.

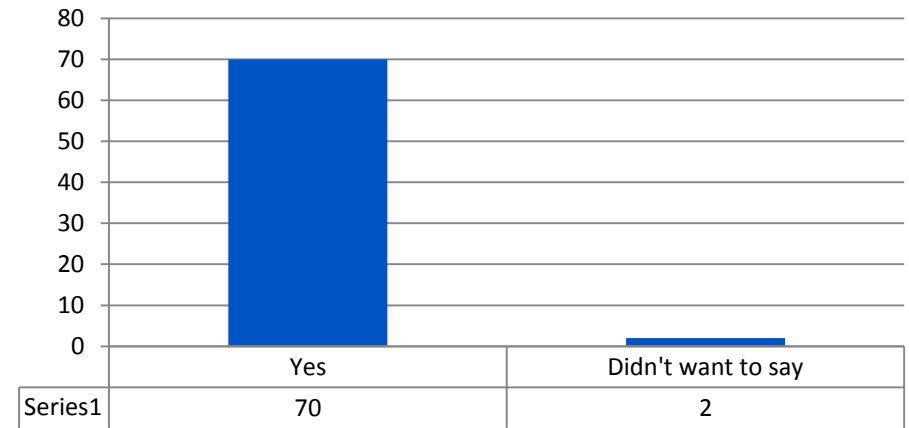
# Equality Monitoring Information

We collected equality monitoring information with the surveys (112 in total)

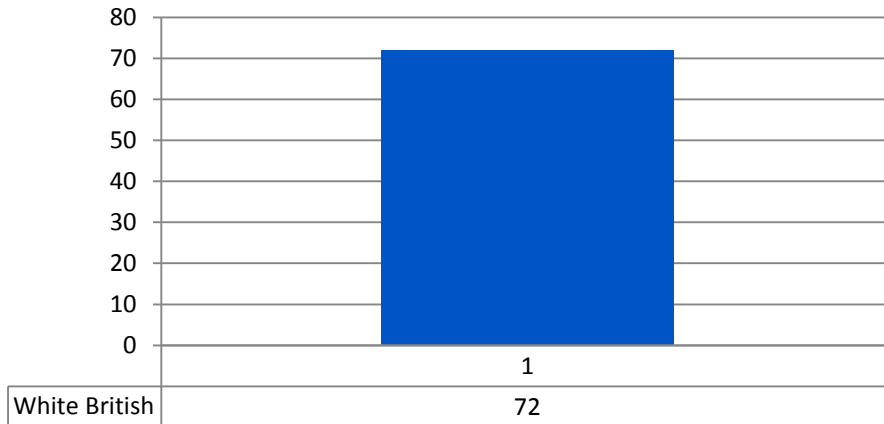
**Age? – 70 answers**



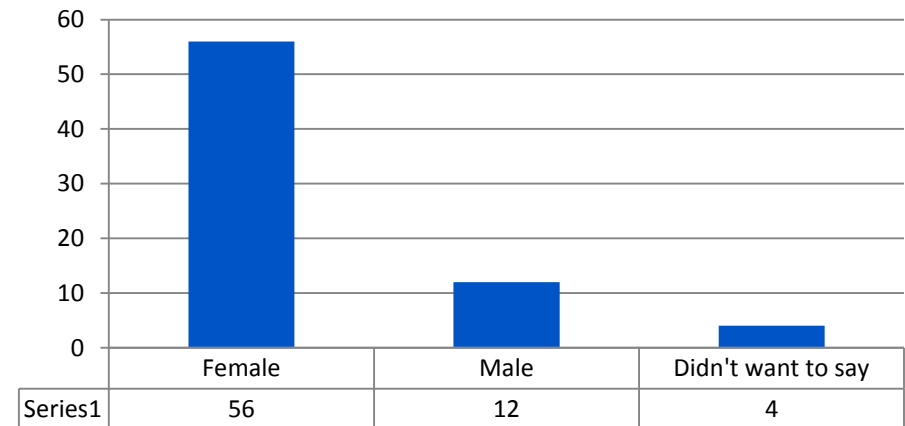
**Gender Identity? - (72 answers)**



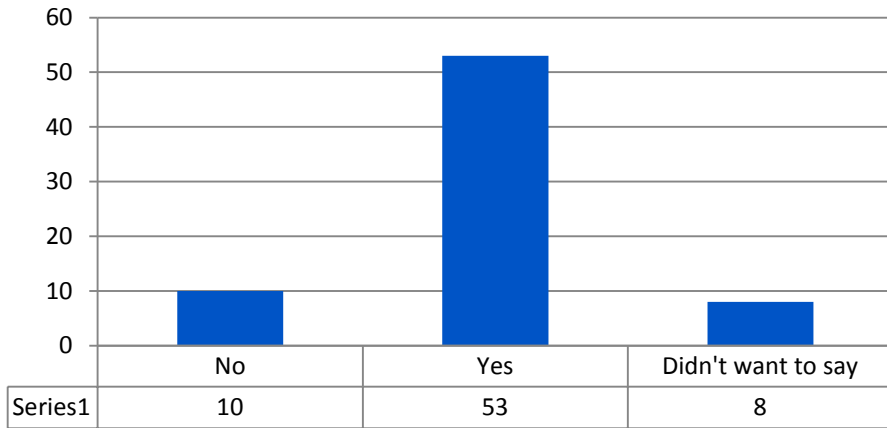
**Ethnicity? – 72 answers**



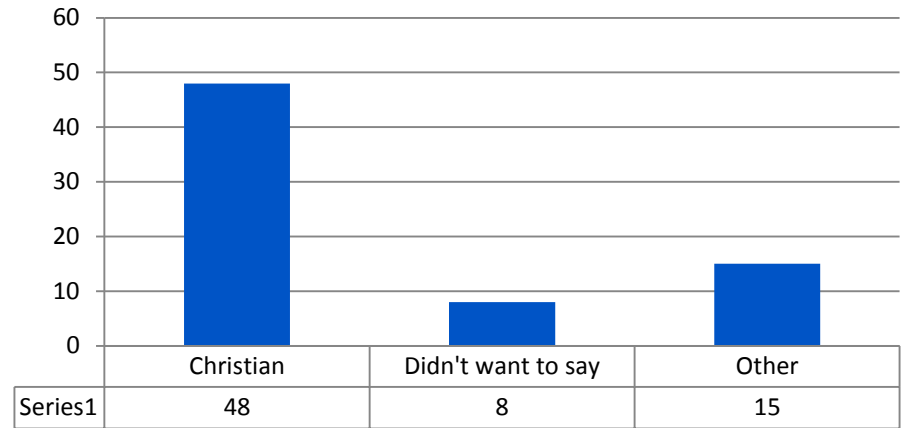
**Gender? - (72 answers)**



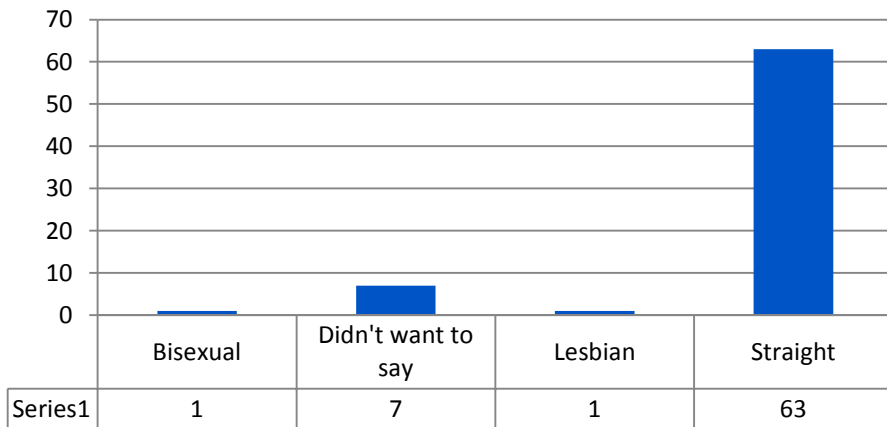
### In a relationship?– 71 answers



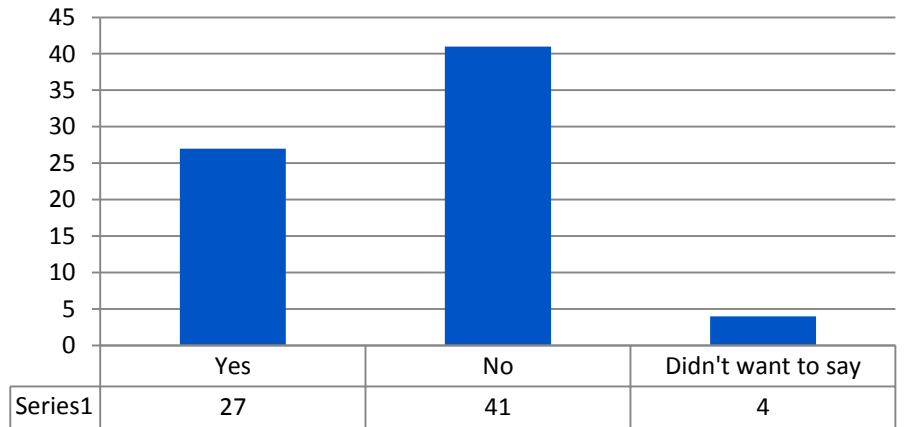
### Religion? – 71 answers



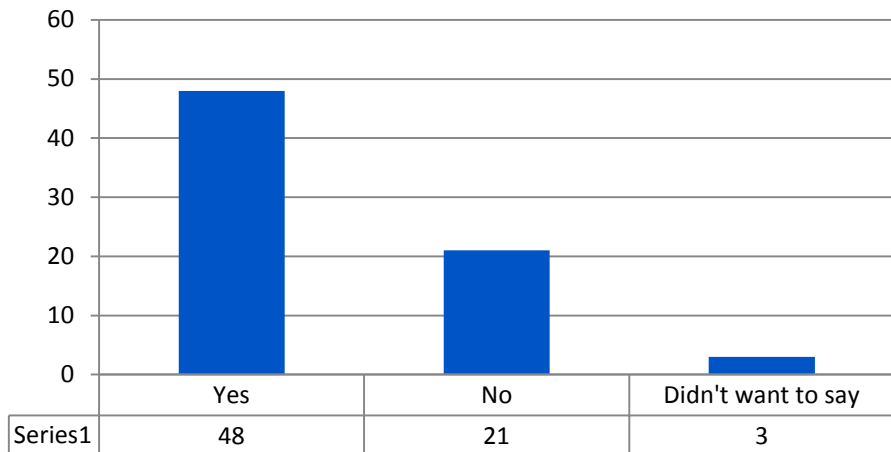
### Sexuality? – 72 answers



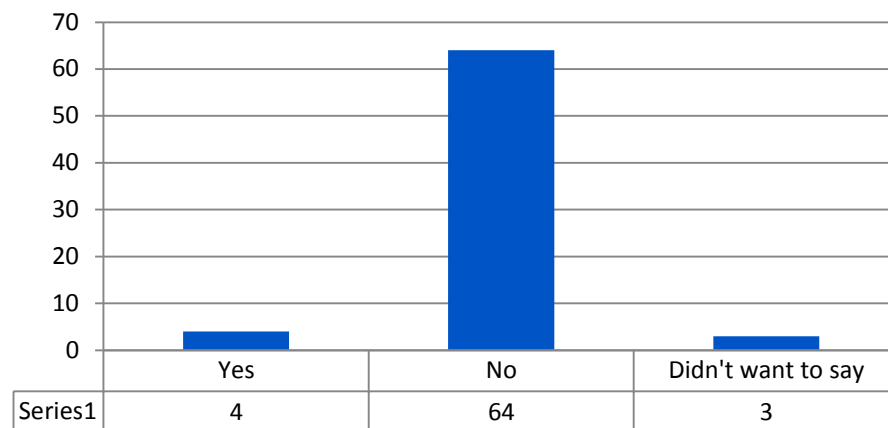
### Disability or long term condition? – 72 answers



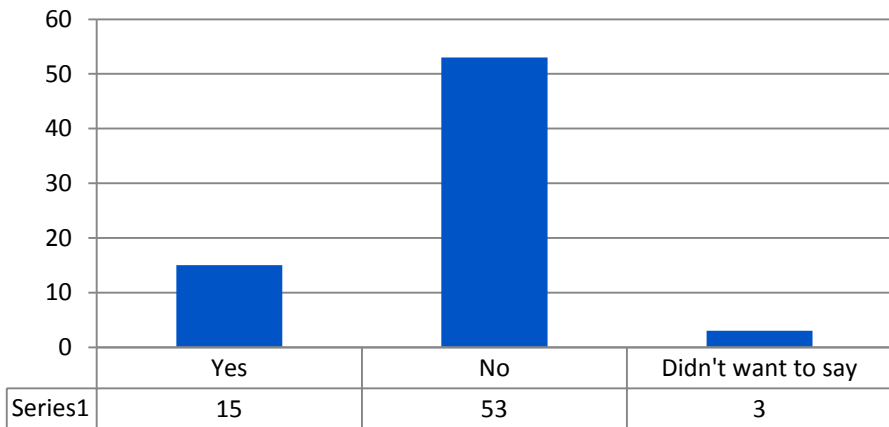
### Currently working? – 71 answers



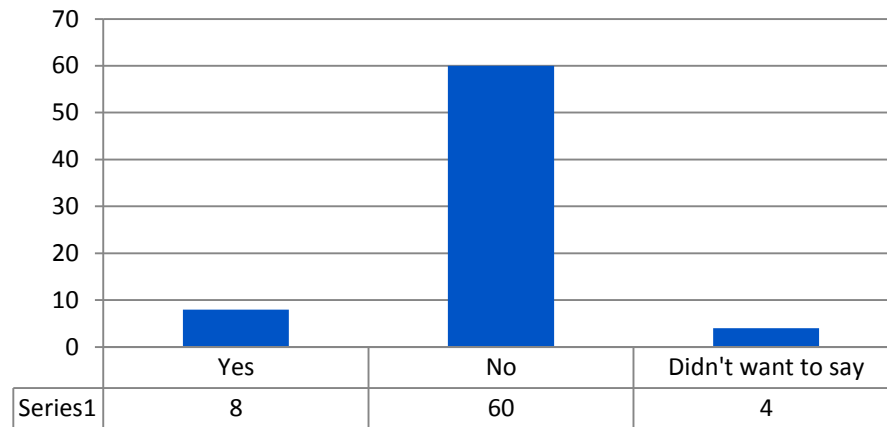
### In education? – 71 answers



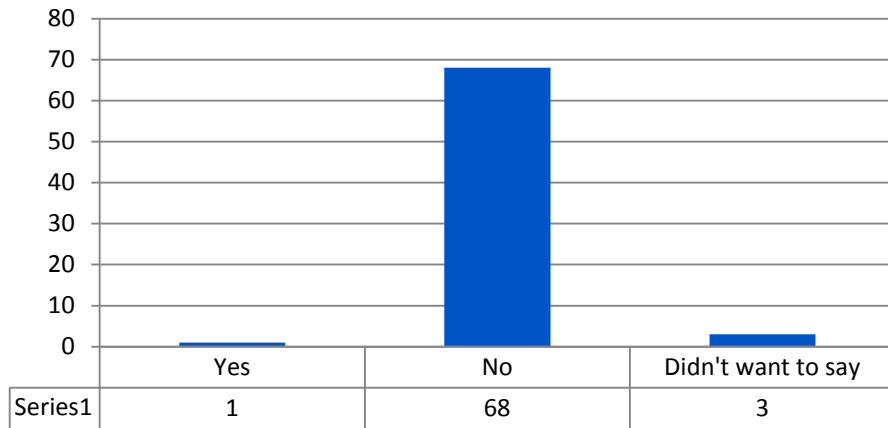
### Retired? – 71 answers



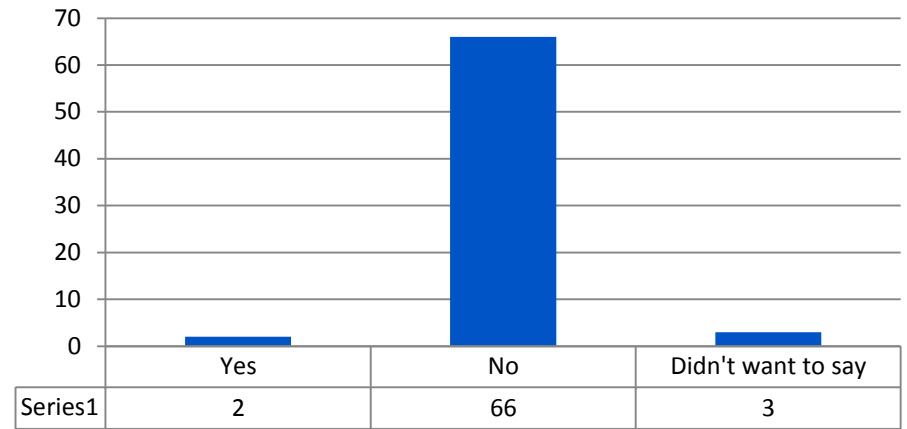
### Carer? – 72 answers



### Currently serving in army, navy or air force? – 71 answers



### Veteran? – 71 answers





# You Said, We Listened

## You Said (Feedback from patients)

The majority of patients think the merge is a positive step and would be beneficial to the patients in some way. Some commented that it would be nice to see the practices working together as they used to in the past.

Would the merge impact negatively or positively on the availability of appointments and clinical staff?  
Some patients have reported that the practice is busy and it can be difficult to get an appointment.

A concern was raised about the quality of clinical care and if the standards would be maintained? How would clinical staff be managed across both practices?

Some patients would prefer to see the same doctor/nurse for continuity of care, especially if they have a Long Term Condition (LTC).

## We Listened (Response from practice)

Since October 2018 we have worked together to continually improve standards in Dr Ganguly's Practice (7Brooks Medical Practice). Our Management has been working with both Practices to ensure a smooth transition. It has been 21 years since Sevenbrooks was one Practice and hopefully we can go from strength to strength as once Practice.

The merge can only bring positivity to the workforce and open up a different range of appointments to the Practice population. We are hoping to increase capacity.

We would like to assure patients that the Practice will continue to maintain its high standards of care and this will be managed by the current management team of Dr K K Chan & Partners. This will be done by monitoring including, continuous audits and patient feedback.

Ideally as a Practice this is something we would aspire, however we do have sickness, holidays and training to contend with so its is not always possible to see the same clinician.

# You Said, We Listened

<b>You Said</b> <b>(Feedback from patients)</b>	<b>We Listened</b> <b>(Response from practice)</b>
<p>Would there be enough clinical staff to look after all the patients if the practices merge?</p>	<p>We would like to assure patients that the practice will have enough clinical staff. The Practice will have 5 GP's, 3 Advanced clinical Practitioners, 3 Practice Nurse's and 2 Health Care Assistants.</p>
<p>What changes would happen at Church Street to the reception if the practice merge?</p>	<p>The reception will become one reception desk with all the staff working together.</p>
<p>Concern about losing the "personal touch" if the practice becomes bigger</p>	<p>The will not be an issue as the Reception staff will continue to work as before to the same standards and goals under the Management team of Dr K K Chan and Partners.</p>
<p>Many patients spoke positively about Dr KK Chan and prefer to see him if they can which is difficult.</p>	<p>It is really great to get such positive comments for Dr K K Chan and this has been shared with him. Unfortunately there is only 1 Dr Chan and he does have limited appointments.</p>
<p>How would the appointment systems work if the merger goes ahead and how would patients be notified which site to go to (Church Street or Elmfield Surgery)</p>	<p>The appointment system will continue as it is now and this will be reviewed continuously to met patient demands. Patients will be informed by reception staff of which site the appointment will be at or in the text reminder.</p>
<p>Would it be possible for the practice to offer blood tests or extended hours in the future?</p>	<p>Blood test is something the Practice is hoping to provide in the future and the Practice already offers extended hours.</p>

# Next Steps

- The practices will be moving forward with an application to merge the practices
- The application will be made to NHS Wigan Borough Clinical Commissioning Group (CCG) and NHS England
- This report will be included within the application so the decision makers can see what patients said about the proposal
- The practice will also use some of the information within this report to complete an equality analysis to look at how the change would negatively or positively impact on different protected characteristic groups
- A decision will be made by the CCGs Primary Care Commissioning Committee which members of the public are able to attend
- Once a decision is made the practices will arrange a Patient Participation Group (PPG) meeting to keep people up to date and review next steps.
- If the application is successful members of the PPG will be asked to help communicate the change to patients within the practice.

If you have any questions at all please do not hesitate to contact or pop into the practice and ask to speak to a member of the practice management team.