

Alternative Medical Provider Services (APMS) GP contract review

Notes from visits to practices

Date	Practice	Feedback from patients
06/01/2016	Intrahealth Atherton/Tyldesley (Both sites visited)	<p>Spoke with 17 people over the two sites</p> <p>No patients were aware that the contract was time limited.</p> <p>Most generally happy with practice and how it currently functions. One patient reported a previous issue with use of different locum GPs but that this issue had improved, and that continuity of GP was important.</p> <p>Not everyone spoken to had ever had a need to use extended hours at the practice, although some have found it helpful to fit around work or to go at weekends. A couple of patients mentioned that although there are extended hours at the practice you cannot always get to see a GP in the evenings as one may not be on, or at the other site. A patient had experience of having to use Extended Hours Hubs (Provided by Wigan Federations).</p> <p>A few patients mentioned that travel on public transport between the Tyldesley and Atherton site was not ideal. There is a bus from the main road, but it is a walk to and from the practices and the main road. This is potentially an issue for some if they have been offered an appointment at the other site.</p>
12/01/2016	Leigh Family Practice	Spoke with 7 people

	(Bridgewater health centre site visited)	<p>None aware practice contract was time limited</p> <p>Patients generally happy with the practice and the staff and would prefer staff not to change. An issue was reported in term of difficulty accessing appointments at times. Patients are able to attend any of the sites depending on need and availability however which is helpful.</p> <p>One patient reported that evening appointments are helpful in terms of being able to attend after work. Some others were not really aware or have had a need to access evening or weekend appointments at the practice.</p>
12/01/2016	<p>Leigh Sports Village</p> <p>(Two contracts within one location)</p>	<p>Spoke with 7 people</p> <p>None aware that contract had end date.</p> <p>Patients generally happy with the practice and how it functions. Feel there is a need for a service in this location as there is no other GP service close by. There are some housing developments etc. in the area.</p> <p>Patients we spoke to did not know there were two contracts within the same location and wonder why it was set up that way originally.</p> <p>Feel it is helpful to have extended opening and it was reported that the Saturday morning clinic in particular was helpful. One lady had also accessed the Extended Hours Hubs (provided by Wigan Federations) – as there wasn't a suitable weekend appointment available at the practice. Feels it is important for an evening and weekend provision of GP service within the surgery or at one of the Hubs.</p>
12/01/2016	Intrahealth Ince & Platt Bridge	Spoke with 7 people

	(Lower Ince site visited)	<p>Again not aware practice contract was time limited.</p> <p>A couple of patients reported there is quite a use of Locum doctors at the moment after the main doctor left and they would like a permanent GP to be in place to enable patients to have continuity and to build up a relationship.</p> <p>The practice reduced its extended hours, but they are still helpful. They are now open until 8pm on Wednesdays and then until 6.30pm the rest of the week and open Saturday morning. One patient reported that she chose to register at the practice because of the extended opening hours to be able to fit appointments around work. It is helpful to be able to attend either site, Platt Bridge or Ince, as necessary.</p> <p>A question was raised as to whether patients would have to re-register should we end up in a situation where a different provider gets the contract.</p>
12/01/2016	Intrahealth Marsh Green	<p>Spoke with 7 people</p> <p>Not aware contract had an end date.</p> <p>Some of the patients reported to have chosen to register at the practice due to convenience of its location. The other closest practices, Orrell and Pemberton, are some distance and difficult to get to on public transport.</p> <p>Feel the extended hours opening times are helpful and report to be generally happy with the practice and staff who currently work there.</p>
15/01/2016	Dr Alistair Ashton (Queen's Road	<p>Spoke with 7 people</p> <p>No one we spoke to was aware the contract was time limited.</p>

	site)	<p>All reported to be generally happy with the practice, although one patient mentioned difficulty getting through at 8am for appointments. Extended hours are helpful provision for those who work or if people are unable to get there during the day.</p> <p>Patients are able to attend either site, Ashton or Golborne, and find this helpful in terms of accessing suitable appointments. Report that continuity of GP is important and would not like to see a change in the service.</p> <p>Recent acquisition of Town Hall mentioned by a couple of patient. If the service was to end up in Ashton Town Hall they expressed concern re location and parking and like the current location.</p>
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