

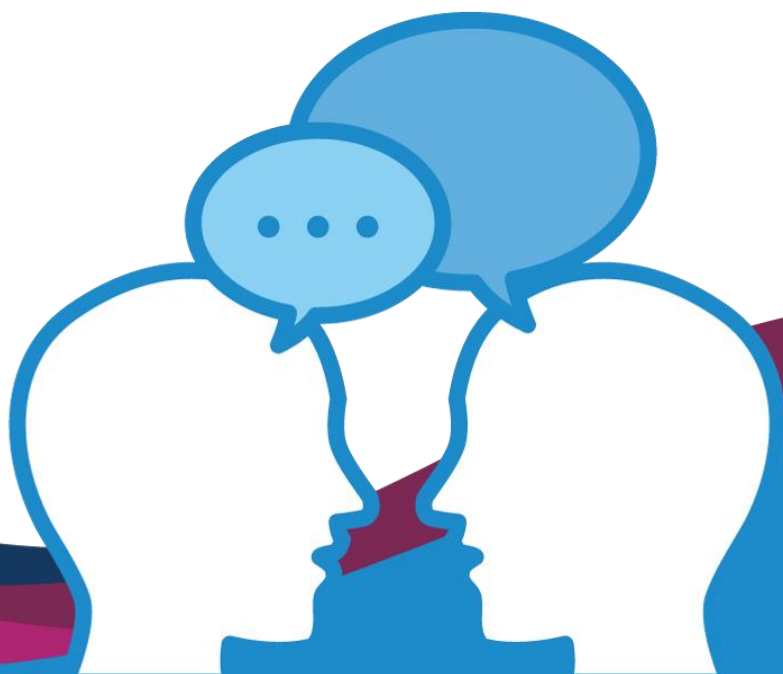


**Lancashire and
South Cumbria**
Integrated Care Board

Lancashire and S Cumbria Special allocations scheme Listening to communities report

January 2024

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Contents

Acknowledgements	1
Introduction	2
Executive summary	2
What have we been talking to people about and why?	3
Who have we heard from?	4
What did we hear?	5
How many times have you contacted Compass Medical in the past 12 months?	5
When contacting your GP practice, are you able to get through to somebody on the phone?	5
When contacting your GP practice, are you able to get an appointment?	6
Please tell us the main reasons you have contacted your GP practice in the last 12 months	6
Where do your appointments usually take place?	7
How do you typically travel to your GP appointments?	7
Approximately how far do you usually travel to be seen by Compass Medical?	8
Have you had an appointment with any clinician other than a GP or nurse?	8
What do you think is good about the service provided by Compass Medical Practice?	8
What, if anything, would you change about the service provided by Compass Medical Practice?	9
Appendix 1 – Survey demographic monitoring	11
Appendix 2 – GP Patient Survey results 2023	14

Acknowledgements

The ICB would like to thank all participants of this engagement exercise, as well as staff at Compass Medical for facilitating postage of questionnaires to all patients.

Introduction

NHS Lancashire and South Cumbria Integrated Care Board (ICB) is the organisation responsible for organising primary care services – including GP practices – across the region.

As a statutory NHS body, we have a legal and moral duty to consider how changes to services will affect local people and seek the views of patients.

This report is an analysis of engagement carried out as part of a review of the Lancashire and South Cumbria special allocations scheme, provided by Compass Medical, ahead of a possible procurement process the ICB may be required to undertake.

Executive summary

The ICB survey regarding the special allocations scheme received 46 responses – more than 17 per cent of patients. This is higher than was anticipated at the beginning of the exercise and was supported by the practice writing to and texting all of its 259 registered patients.

The majority of patients are complimentary about the service they receive from Compass Medical Practice. When asked what was good about the service, 30 per cent provided negative comments. More than a quarter praised the staff while another 20 per cent commented on the high standard of care. And when asked what could be improved about the service, 43 per cent said 'nothing'. A small number of areas that could be improved were raised, mainly around access and the location of the service.

The findings of the ICB survey appear to be at odds with those of last year's national GP Patient Survey, where only 19 per cent rated their overall experience of the practice as 'good'. Response rates for that survey were only around eight per cent of the practice list size. A summary of the GP Patient Survey results has been included in appendix two.



What have we been talking to people about and why?

We want to make sure local people...



...Are aware and informed about proposals...

... Know how they can get involved...



... Understand why decisions are made...

...Feel enthusiastic about what is possible...



...Have trust in the process.

Special allocation schemes were created to ensure patients who have been removed from a practice patient list can continue to access healthcare services. The NHS has a responsibility to ensure all patients can access good-quality GP services and that patients are not refused healthcare.

In Lancashire and South Cumbria, the special allocation scheme is currently provided by Compass Medical Practice. Compass Medical is run by Fylde Coast Medical Services (FCMS).

Compass has a current list size of 259 patients spread across the whole of Lancashire and South Cumbria and offers a mixture of face-to-face and telephone appointments. Physical appointments take place in selected buildings across the various localities of Lancashire and South Cumbria or, in some cases, appointments are hosted in a mobile unit that can be driven to different sites across the area.

Compass has provided this service for since 2017 and current arrangements will apply until May 2024. However, a review of the service is now required ahead of a decision on a long-term provider for the service and whether a full procurement exercise is required.

As part of this review, feedback was sought from patients regarding the service they currently receive and what changes, if any, they would like to see.

Who have we heard from?



Having considered the cohort of patients, the small number of them and their geographic spread across Lancashire and South Cumbria, it was determined that a survey was the best way to get the views of patients registered to the special allocations scheme in Lancashire and South Cumbria. With the support of the GP practice, and due to the small number of patients involved in this exercise, we were able to write to all 259 registered patients providing a paper copy of the questionnaire as well as directions to where it was available to complete online. A text message was also sent to all patients.

In normal circumstances, a target of 15 per cent of the practice population would typically be set for engagement exercises of this nature. In this case, that would amount to around 32 responses. Response rates were as follows:

46 survey responses in total. (17 per cent of practice patients)

30 surveys completed online.

16 surveys completed by hand and posted back.

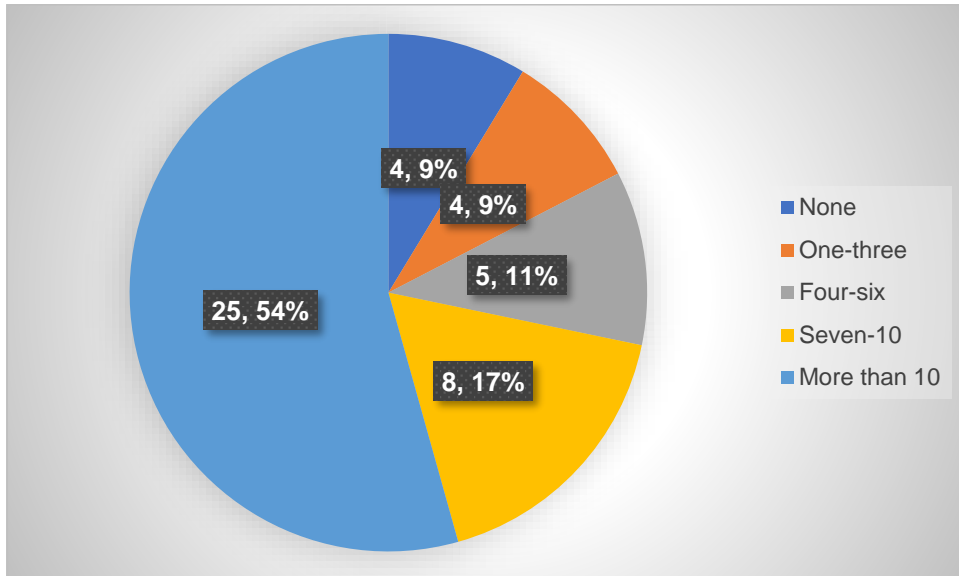
In order to effectively analyse feedback given in the online survey, responses to qualitative questions, where respondents are given a free text box to say what they wish, have been grouped into themes. These are outlined below.

What did we hear?

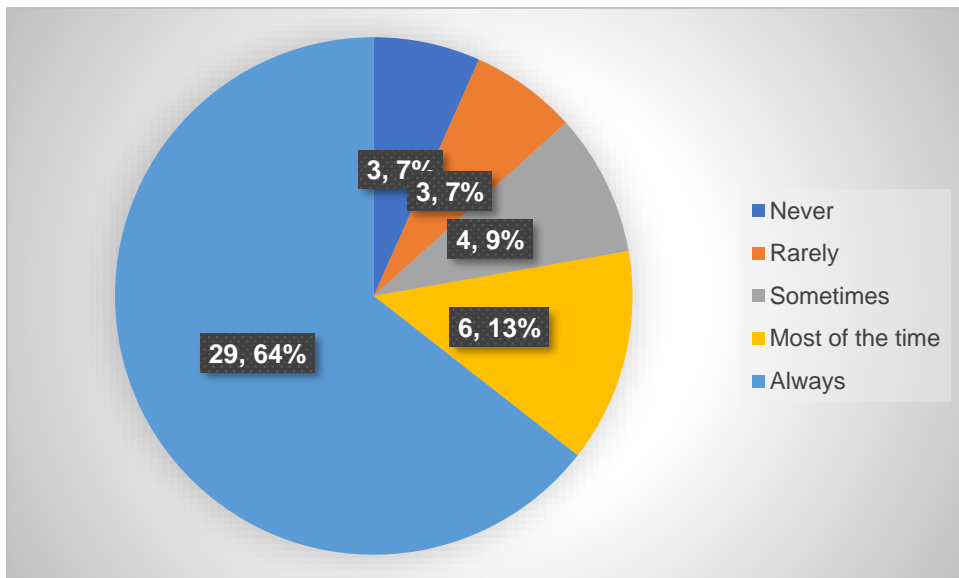


A summary of feedback received to the questions asked during the engagement is below.

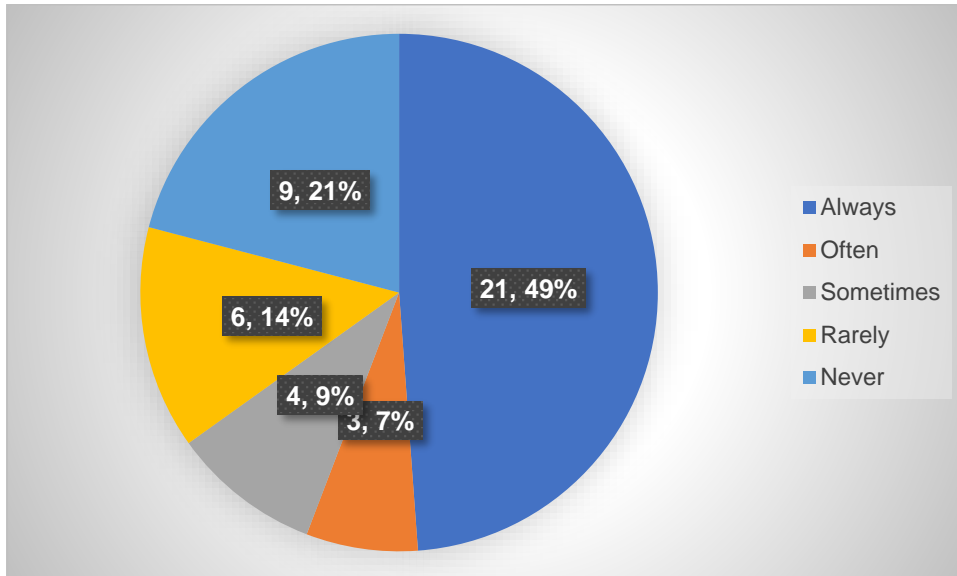
How many times have you contacted Compass Medical in the past 12 months?



When contacting your GP practice, are you able to get through to somebody on the phone?



When contacting your GP practice, are you able to get an appointment?

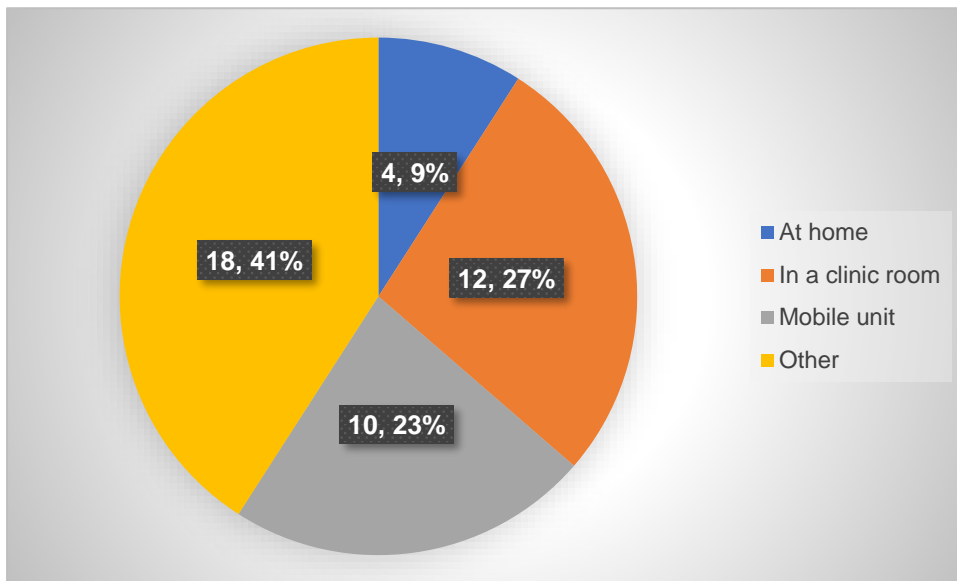


Please tell us the main reasons you have contacted your GP practice in the last 12 months

Respondents were given options for their previous three appointments in answer to this question. A variety of reasons for contacting the GP practice were referenced, however mental health issues were referenced 15 times – around 30 per cent of respondents. The most common reason for contacting the practice was to access prescriptions – featuring 21 times – more than 45 per cent of respondents.

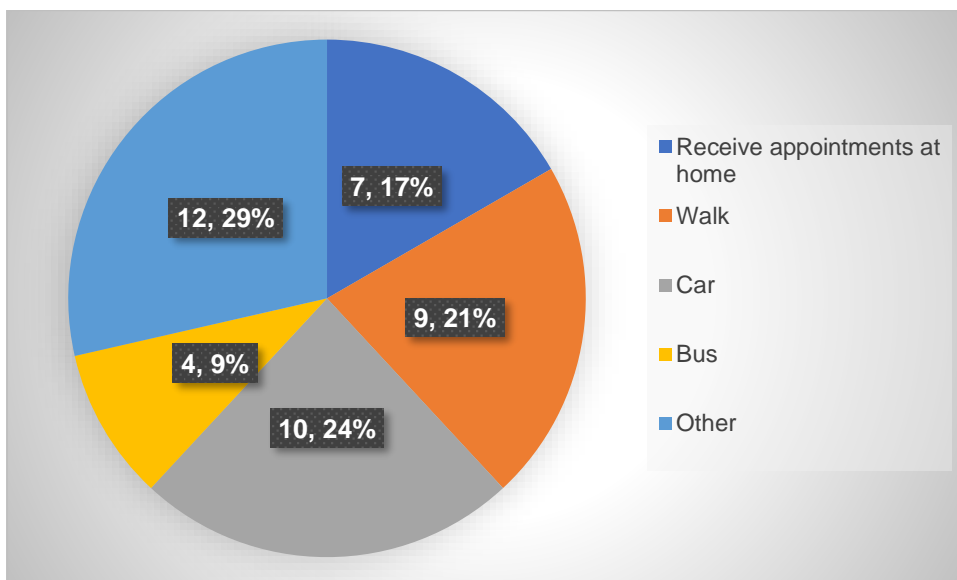
Some responses referenced requests for referrals, support for long-term conditions such as diabetes and simply generic 'health issues' or 'to book an appointment'. A small number of people stated they had contacted the practice to ask why they had been moved on to the special allocations scheme and were unhappy with their primary care provision in this sense.

Where do your appointments usually take place?

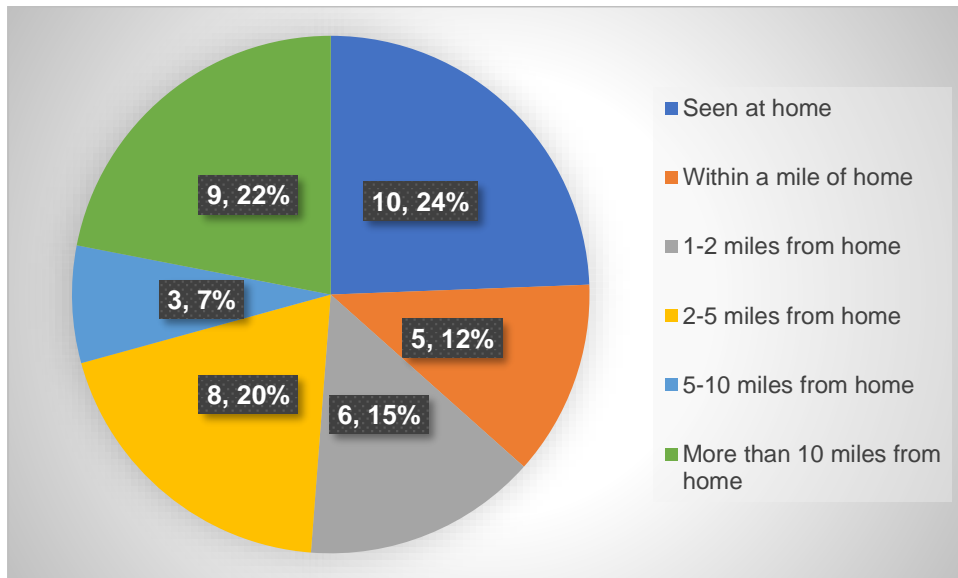


Of those who stated 'other', seven said they have appointments over the phone.

How do you typically travel to your GP appointments?



Approximately how far do you usually travel to be seen by Compass Medical?



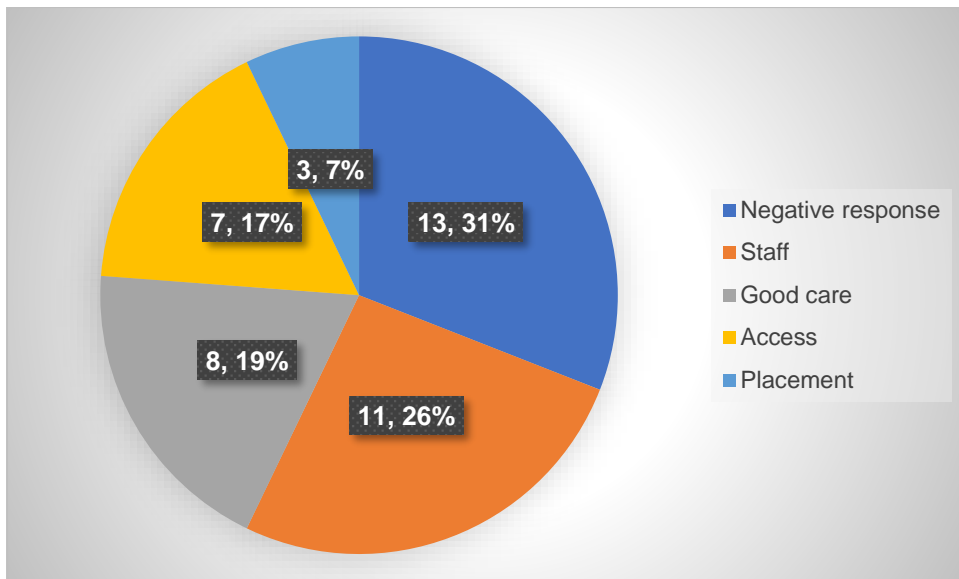
Have you had an appointment with any clinician other than a GP or nurse?

Only a small number of respondents said they had seen a clinician other than a GP or nurse. One referred to a healthcare assistant while another mentioned a social prescriber. References were made to secondary care specialist and a chest clinician, but it would appear these were onward referrals from primary care.

What do you think is good about the service provided by Compass Medical Practice?

Responses to this question can be broadly sorted into themes. These are:

- Negative responses (those who said they didn't have anything good to say about Compass Medical Practice).
- Praise for staff.
- Good care.
- Access – which includes being able to get appointments, ease of contacting the practice and speed of response.
- Placement – those who commented on the fact they had no choice but to be with Compass.



Comments included:

Negative

- “By far the worst GP I have ever been allocated, absolute shambles.”
- “Unfortunately, a dysfunctional administration of the practice.”
- “Absolutely nothing, terrible service, they don’t know how to deal with people assigned to the special allocation scheme.”

Praise for staff

- “It’s that good I’m never going back to the mainstream doctors.”
- “Best doctor I’ve had for a long time.”
- “They are empathetic and extremely professional. Take their time, do not rush you. I had a lot of anxiety reaching out to a GP after consistent issues with my last GP surgery, these guys have been incredibly amazing. Love the service!”

Good care

- “Excellent and supportive towards my health needs. I don’t want to change to anyone else.”
- “A very good service in all areas, clinical as well as other services provided.”
- “They care.”

Placement

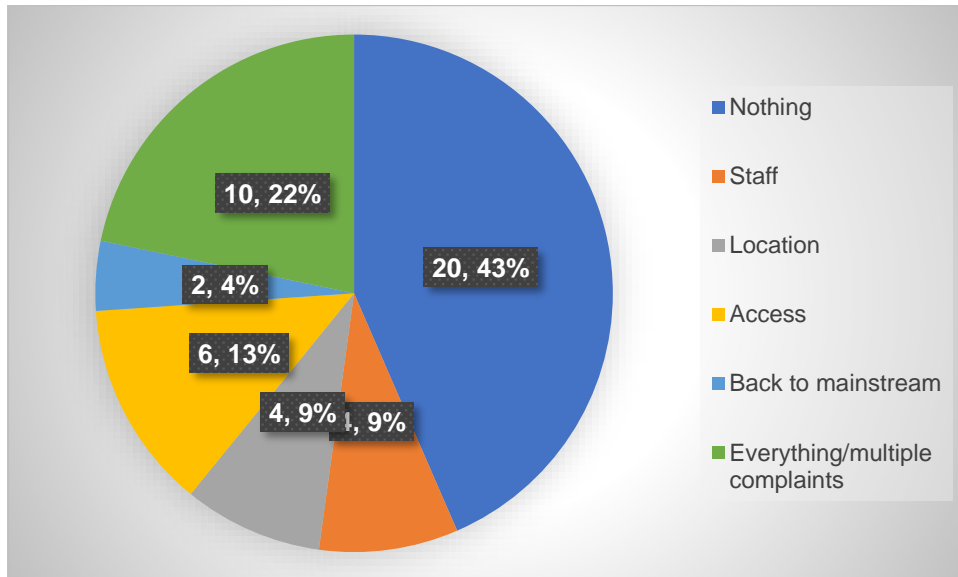
- “I think it’s a disgrace how public GP practices you complain about eventually sign you over to Compass and pass all the blame on to you.”
- “They are the last resort when patients have problems with their GP.”
- “They are different to others.”

What, if anything, would you change about the service provided by Compass Medical Practice?

Responses to this question can be broadly themed as below:

- Nothing – patients are happy with the service currently and wouldn’t suggest any changes.
- Staff changes.

- Location.
- Access – both access to appointments in general and waiting times.
- Back to mainstream – patients who feel they should be allowed to re-register with their local GP practice.
- Everything/multiple complaints – patients who are clearly dissatisfied with the service but don't point to a specific issue.



Comments included:

Nothing

- “Nope they are brilliant. Think you should look at what needs changing in the main NHS and the lack of Compass-style care and talent.”
- “Not at all, from receptionists to GPs, amazing job.”
- “I don't feel there's anything wrong with the practice.”
- “Not one thing the staff are very helpful and listen to our needs.”

Staff

- “Change the practice manager.”
- “I want to change my GP.”

Location

- “Have them based closer but they provide the best service regardless.”
- “Move it closer to my home!”
- “It could be nearer. I had an appointment 30 miles away.”

Access

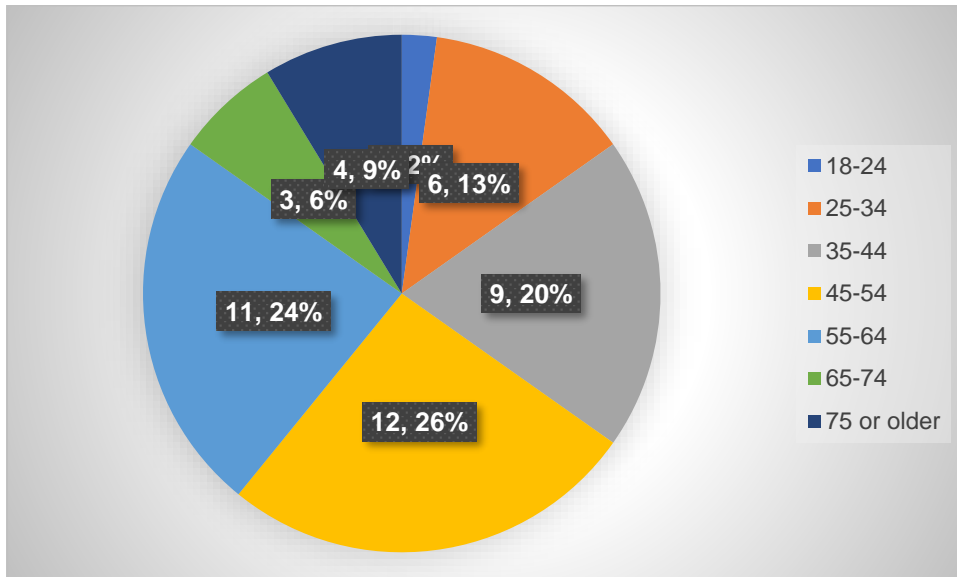
- “A faster response to answer the phone. But I realise staff are working very hard.”
- “They take a long time to see me.”
- “Face to face appointments with a GP are very difficult to arrange. I've made three phone calls to arrange for one as per the request of the doctor, however still not got an appointment and the health concern at hand just seems to get worse!”

Everything/multiple complaints

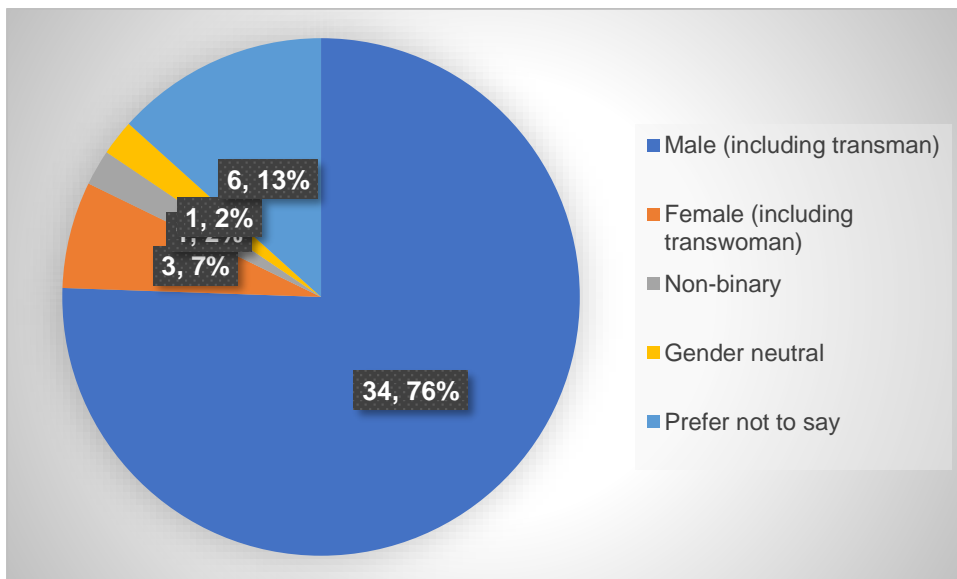
- “Get rid of it. Absolutely pointless service.”
- “There are a lot of things I would change. I am currently in a complaint process.”

Appendix 1 – Survey demographic monitoring

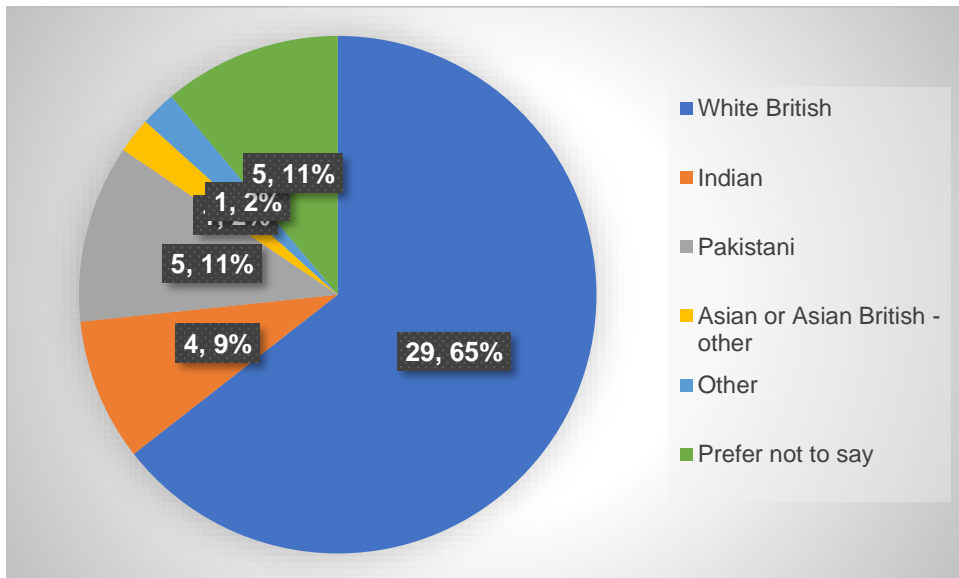
Age



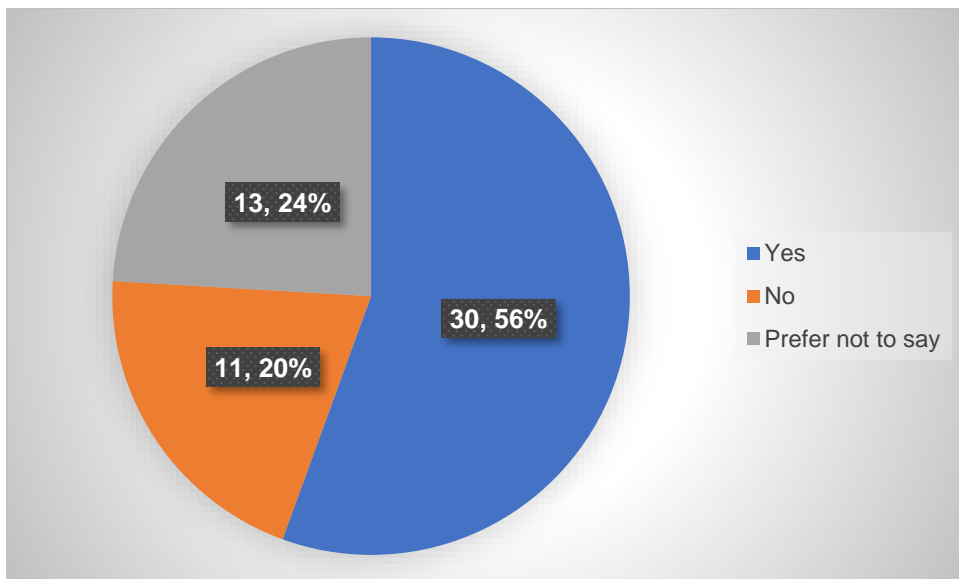
Gender



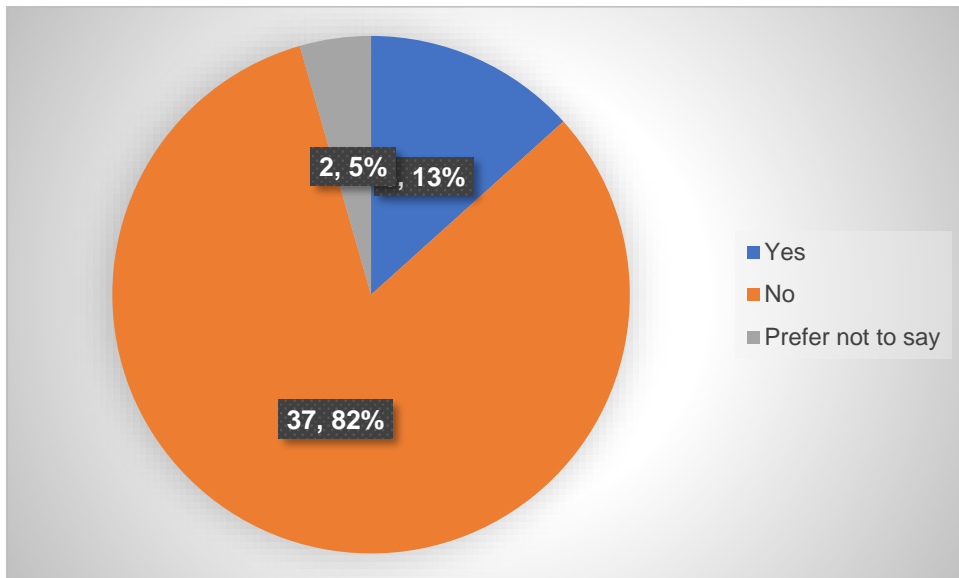
Ethnicity



Disability



Carer





Appendix 2 – GP Patient Survey results 2023


The results of the GP Patient Survey 2023 were published in July 2023 and reflect on people's experience of healthcare services provided by GP surgeries, including access to GPs, making appointments, the quality of care received from GPs and practice nurses, satisfaction with opening hours and out-of-hours NHS services.


The results from Compass Medical Practice can be found at: [Practice Overview \(gp-patient.co.uk\)](https://gp-patient.co.uk)


During the GP Patient Survey, 217 surveys were sent to patients at Compass Medical Practice and 22 were returned. This is around eight per cent of the patients registered with the practice. A summary of the responses is below.


Where patient experience **is highest** compared with the ICS result 


 **31%** of respondents find it easy to get through to this GP practice by phone
ICS result: 54% | National result: 50%


 **32%** of respondents are satisfied with the general practice appointment times available
ICS result: 55% | National result: 53%

 **58%** of respondents say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment
ICS result: 85% | National result: 84%

Where patient experience **is lowest** compared with the ICS result 

 **25%** of respondents find the receptionists at this GP practice helpful
ICS result: 85% | National result: 82%

 **35%** of respondents were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment
ICS result: 92% | National result: 90%

 **19%** of respondents describe their overall experience of this GP practice as good
ICS result: 75% | National result: 71%

Your local GP services

- 31% find it easy to get through to this GP practice by phone.
- 25% find the receptionists at this GP practice helpful.
- 32% are satisfied with the general practice appointment times available.

Making an appointment

- 16% were offered a choice of appointment when they last tried to make a general practice appointment.
- 27% were satisfied with the appointment they were offered.
- 67% took the appointment they were offered.
- 18% describe their experience of making an appointment as good.

Your last appointment

- 57% were given a time for their last general practice appointment.
- 53% say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment.
- 58% say the healthcare professional was good at listening to them during their last general practice appointment.
- 58% say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment.
- 55% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment.

- 35% were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment.
- 60% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment.
- 52% felt their needs were met during their last general practice appointment.

Your health

- 17% say they have had enough support from local services or organisations in the last 12 months to help manage their long-term conditions.

Overall experience

- 19% describe their overall experience of this GP practice as good.