

Engagement Report: Patient feedback about Dr Mangarai's practice

December 2019

Background

Dr Mangarai is one of three separate GP practices operating out of Speke Neighbourhood Health Centre. The practice has around 2,500 registered patients. In autumn 2019, the two GP partners who run the practice gave six months' notice to NHS Liverpool Clinical Commissioning Group (CCG) of their intention to end the contract, meaning they would stop running it by March 2020.

In early November, the CCG wrote to all patients at the practice to inform them of this and provide them with an opportunity to share their views. The letter explained that the CCG believed the best solution would be to transfer patients from Dr Mangarai's practice to the two other practices in the same building. It explained that the CCG didn't believe it would be a good option to try and find someone new to look after all of Dr Mangarai's patients as a separate GP practice, as this would need to be a temporary contract. Some other Liverpool GP practices with temporary contracts have found it difficult to find permanent doctors to work for them, which in some cases has led to practices closing.

The letter invited people to share their views via letter, telephone, email, SMS or by attending a drop-in session, which was held at Speke Health Centre on Wednesday 20th November. People were asked to provide their views by 29th November 2019 in order to inform decision making during December 2019. The Envisage digital screen in the practice was used to publicise the drop-in event.

This report provides a detailed breakdown of the views expressed during this period.

Summary of feedback

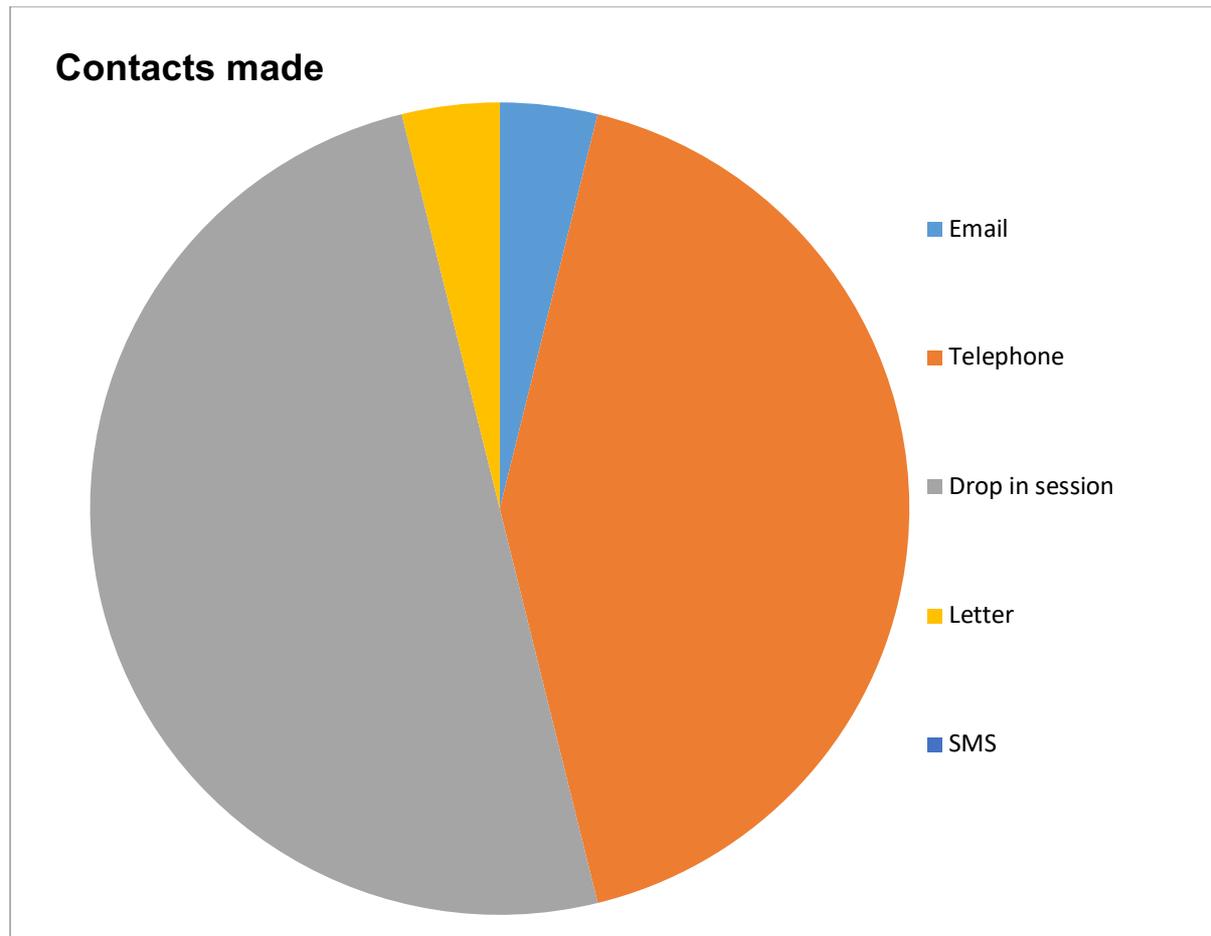
During the engagement period a total of **26 patients** expressed their views to the CCG about this issue. This includes all those individuals who either made direct contact, and/or attended a drop-in session.

Some people expressed more than one view, so their contribution will appear in multiple themes.

Breakdown of contacts by channels

This is broken down by the different channels used to provide feedback below:

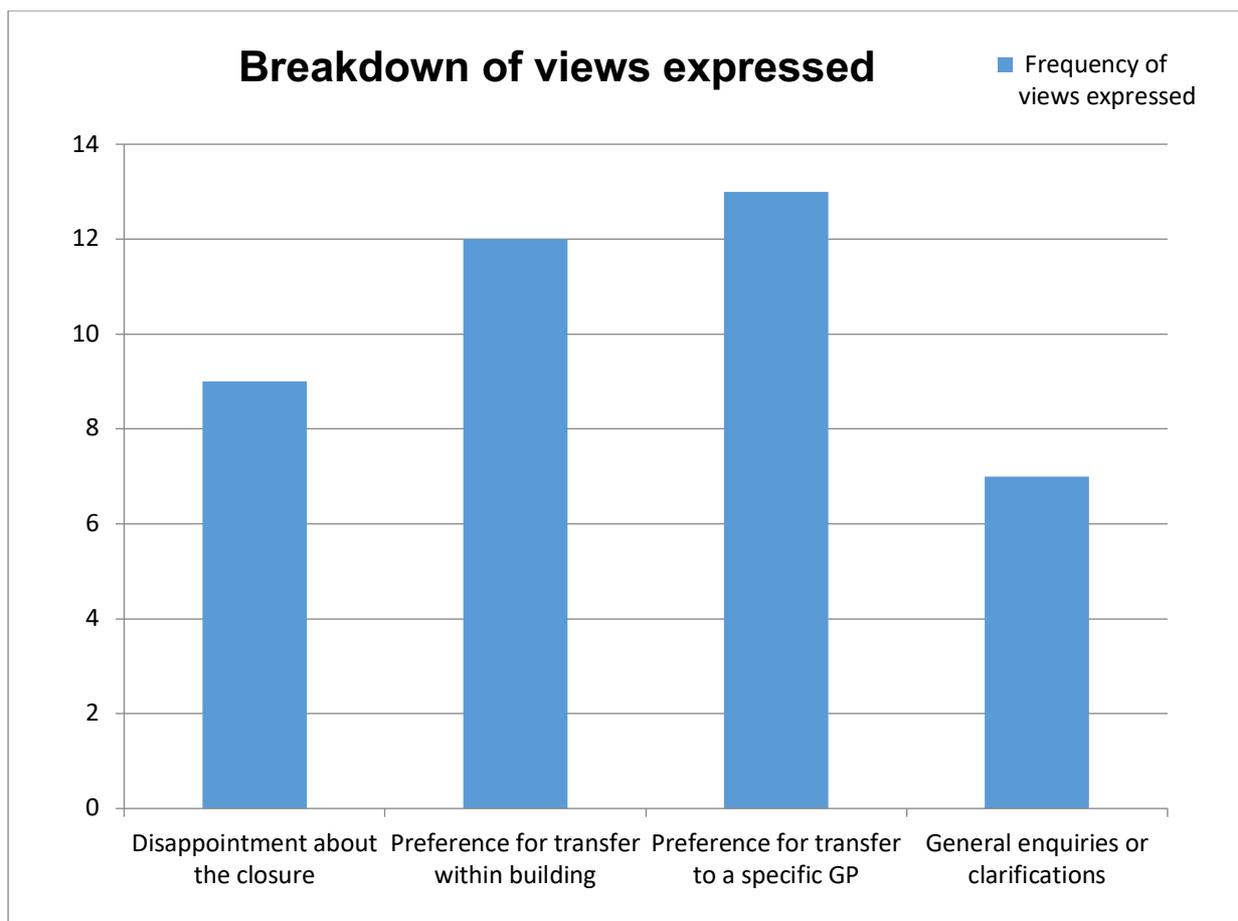
- Email: 1
- Letter: 1
- Telephone: 11
- SMS: 0
- Patient drop-in event: 13 attended



Breakdown of views expressed

All of the comments received back from patients have been grouped thematically, and recorded below as following:

- Those who wished to express their disappointment about the closure (9)
- Those who wished to express a preference for transferring to another GP within the same building (12)
- Those who wished to express a preference for transferring to a specific GP within the same building (13)
- General enquiries (e.g. didn't understand letter, clarification on process) (7)



Patient preferences

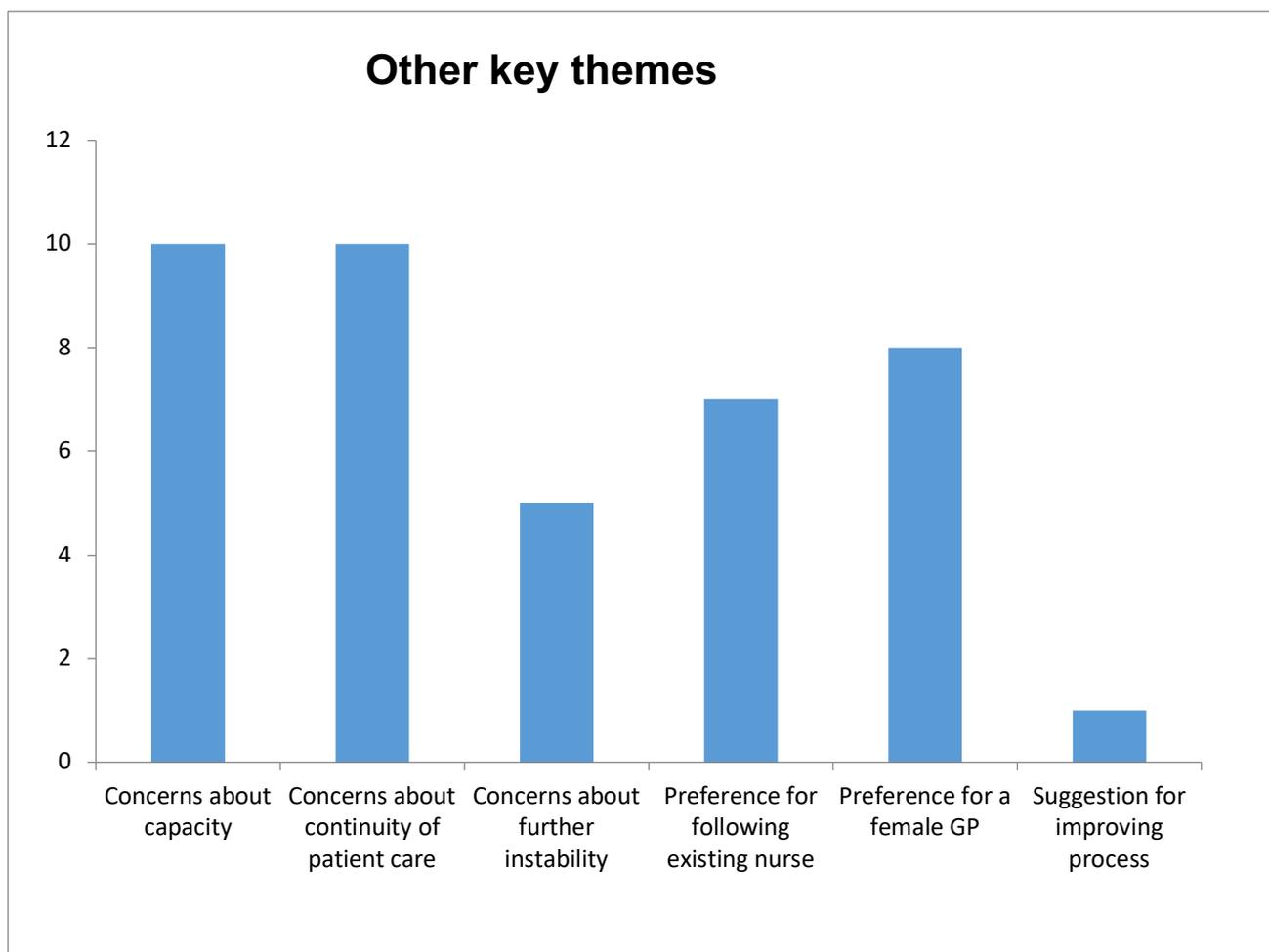
The majority of views expressed related to either wanting to stay with a practice in the same building (Speke Neighbourhood Health Centre), and/or having a preference in terms of preferred.

A number of patients also contacted the CCG to express their disappointment about the news of their practice closure, or with a general question or query.

Other key themes emerging

During the engagement process, a number of other key themes were also expressed by individuals, each of which are highlighted below:

- Concerns about the capacity of other GP providers to take on extra patients (10)
- Concerns about continuity of patient care – medication, records, appointment systems etc (10)
- Concerns about further instability in the future (5)
- Preference for following the existing practice nurse (if she moved to one of the other surgeries) (7)
- Preference for a female GP (8)
- Suggestion for improving engagement process (there should have been an evening drop-in session as well) (1)



Conclusions and next steps

The level of feedback received was small compared to the overall number of patients registered with Dr Mangarai's practice. Of those who made contact with the CCG, many did so to express a preference for the practice they wished to be transferred to.

This report will now be used in the decision-making process. Liverpool CCG will make a final decision during December 2019, after which the CCG will write to inform all affected patients about the outcome.