



ANY QUALIFIED PROFESSIONAL (AQP) - PATIENT AND PUBLIC ENGAGEMENT REPORT

INTRODUCTION

NHS Newham CCG commissioned Intelligent Health, in partnership with West Ham United Foundation (WHUF) to deliver their patient and public engagement service for three years from November 2017.

In January 2019 NHS Newham CCG asked Intelligent Health to use a combination of community outreach and their web platform "Newham Patient View" to deliver a survey to ask patients for their opinions and feedback on the existing AQP service provider, prior to the CCG making decisions about potentially re-procuring the service. The current service provider delivers dermatology, gynaecology, cardiology and minor surgery services across a number of clinics within GP surgeries across Newham. The service means that patients can be seen by a clinician in the community rather than attend a hospital service.

Intelligent Health and West Ham United Foundation worked in partnership with the existing service provider to speak to patients who had previous experience of using the AQP service.

METHOD – HOW DID WE ENGAGE?

Engagement was carried out using two methods. Initially, Intelligent Health supplied the service provider with a template text message (SMS) which included a link to the online survey on the Newham Patient View website. The service provider sent the text message to 4,500 patients who had previously used the service.

West Ham United Foundation, again in partnership with the existing service provider, attended six clinics to speak to patients face-to-face and gather feedback about their experience of the service. The engagement took place in the following locations:

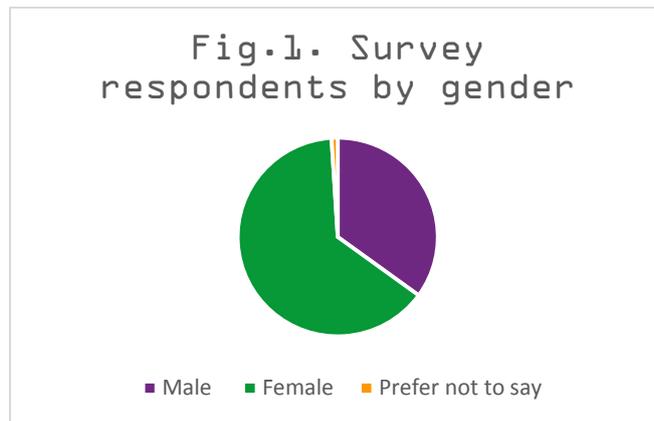
- Stratford Village Surgery. Minor Surgery Clinic. 4.2.19. 7 patients seen.
- Manor Park Centre. Cardiology Clinic. 5.2.19. 5 patients seen.
- Appleby Centre. Dermatology Clinic. 5.2.19. 27 patients seen.
- Stratford Village Surgery. Gynaecology Clinic. 8.2.19. 11 patients seen.

- Stratford Village Surgery. Minor Surgery Clinic. 11.2.19. 5 patients seen.
- Appleby Centre. Dermatology Clinic. 12.2.19. 26 patients seen.

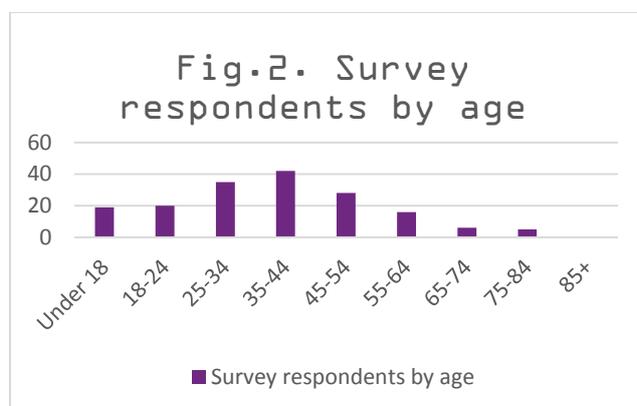
SURVEY RESULTS – WHO RESPONDED

In total 171 people responded to the AQP survey, 90 via the Newham Patient View website and 81 during face-to-face interactions with WHUF.

In order to ensure that responses came from a wide variety of demographics and that respondents were reflective of the diversity of the population of Newham, respondents were asked seven demographic questions. Not all of the respondents answered all of the demographic questions. All of the breakdowns detailed below are based on the number of respondents that answered that particular question.

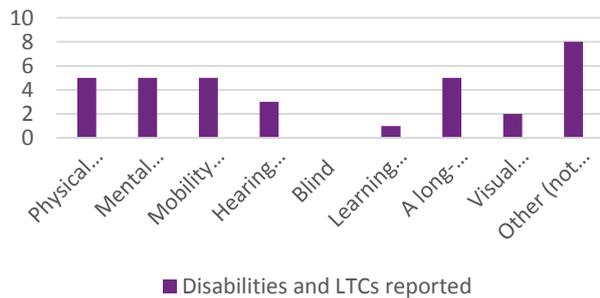


We asked respondents to tell us their gender. 169 respondents answered this question. More women responded to the survey than men. This is likely because gynaecology services are for women only. 64% of respondents were female and 35% were male. See Fig.1.



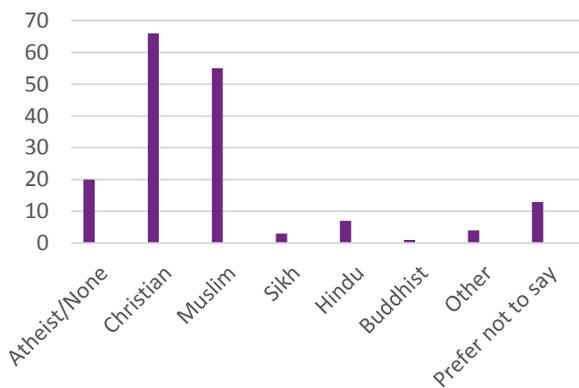
We asked respondents which age category they were in. 171 respondents answered this question. As shown in Fig.2. responses are spread across the age categories, although those over the age of 65 are underrepresented and there were no

Fig.3. Disabilities and LTCs reported



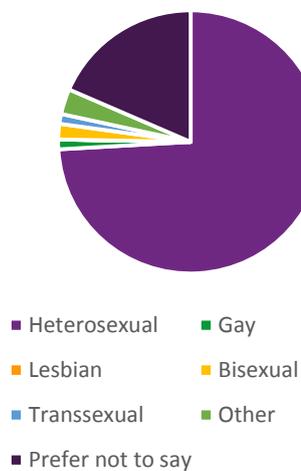
We asked respondents to tell us if they had a long-term medical condition or disability. 156 respondents answered this question. Out of these respondents 119 (76%) said they did not have a disability or medical condition. 10 respondents (6%) said they preferred not to say. 27 respondents (17%) reported having one or more disabilities

Fig.4. Religions reported



We asked respondents to tell us their faith/religion. 169 respondents answered the question. 66 respondents identified as Christian, 55 identified as Muslim and 20 identified as Atheist/No religion. 15 respondents identified as another religion and 13 preferred not to

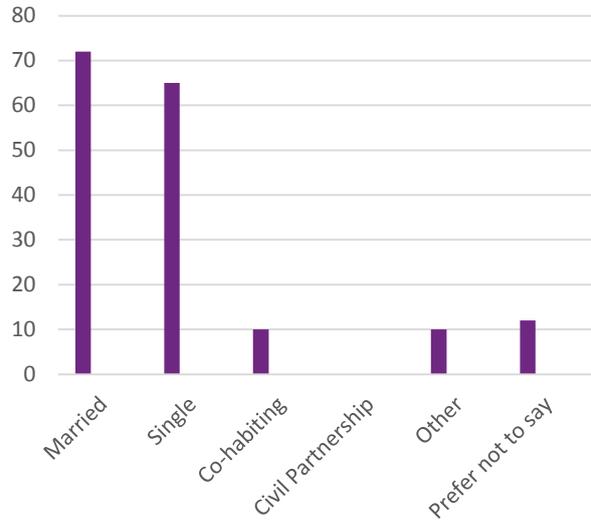
Fig.5. Respondent's sexuality



We asked respondents to describe their sexuality. 157 respondents answered the question.

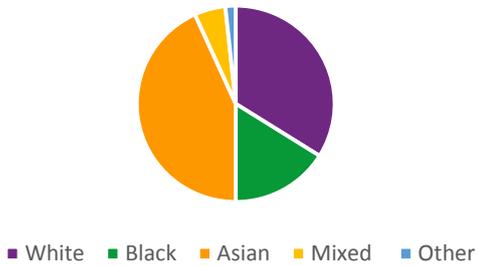
The overwhelming majority, 116 people (74%) described themselves as being heterosexual. 29 people (18%) preferred not to say and the remaining 12 respondents (8%) identified as gay, transsexual, bisexual or

Fig.6. Marital Status of repondents



We asked respondents to describe their relationship status. 169 respondents answered the question. 72 respondents (42%) described themselves as married, 65 (38%) described themselves as single and 20 (12%) described themselves as co-habiting or of another relationship status. 12 respondents (7%) preferred not to say. No responses were received from anyone in a civil partnership.

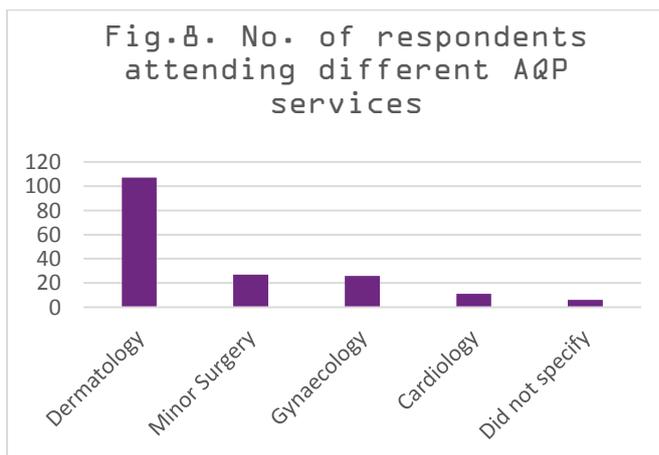
Fig.7. Ethnicities reported



We asked respondents to tell us their ethnicity. 118 respondents answered this question. Of these 40 (34%) described themselves as being of white origin. 51 (43%) described themselves as being of an Asian background. 19 (16%) described themselves as being of black origin. 6 people (5%) described themselves as being from a mixed background and two people (1%) described themselves as coming from another ethnic background. For a

SURVEY RESULTS – EXPERIENCE OF EXISTING AQP SERVICE

We asked respondents to tell us which of the existing AQP services they had attended and to describe their experience of the service. The summary below describes respondents' experiences of all AQP services. A full breakdown of patients' experiences by service can be found in Appendix.2.



We asked respondents to tell us which clinic they had attended. 107 had attended a dermatology clinic, 27 had attended a minor surgery clinic, 26 had attended a gynaecology clinic and 11 had attended a cardiology clinic. 6 respondents

Respondents were asked six questions about their experience of the service they had attended. They were asked about their waiting time to get an appointment, their experience of travelling to the clinic, their waiting time at their appointment, the friendliness of the staff at the clinic, how involved they felt in decision making about their treatment and the outcome of their treatment after it was finished. They were asked to rate their experience from 1 (very poor) to 5 (excellent).

Fig.9. Waiting time for an appointment

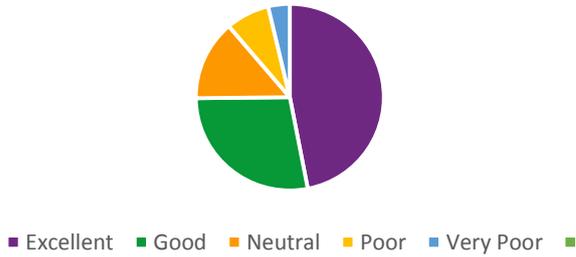


Fig. 9. shows that 74.6% of respondents reported that their waiting time for an appointment was either very good or excellent.

Fig.10. Experience of getting to the clinic

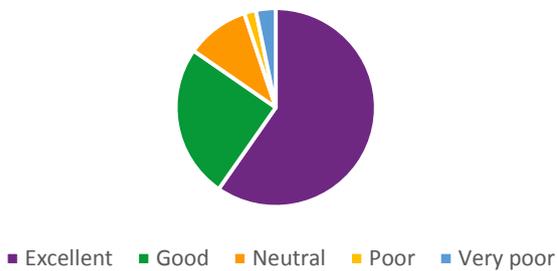


Fig.10. shows that 84.6% of respondents reported their experience of getting to the clinic was either good or excellent.

Fig.11. Waiting time at the appointment

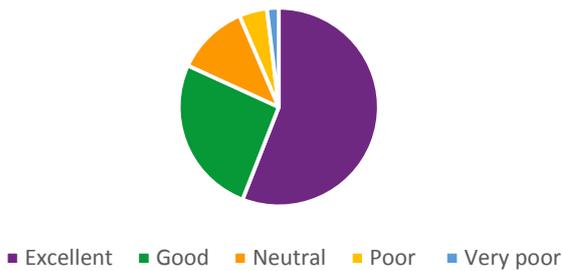


Fig.11. shows that 81.7% of respondents reported that their waiting time at their appointment was either good or excellent.

Fig.12. Friendliness of staff

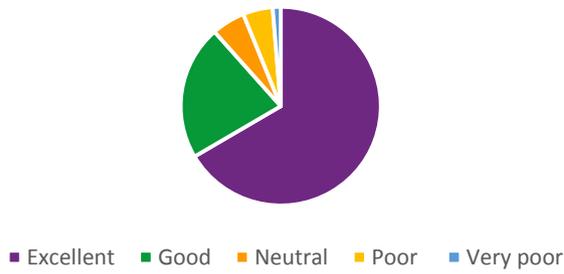


Fig.12. shows that 88.3% of respondents reported that the friendliness of the staff at the clinic they attended was either good or excellent.

Fig.12. Involvement in decisions about treatment

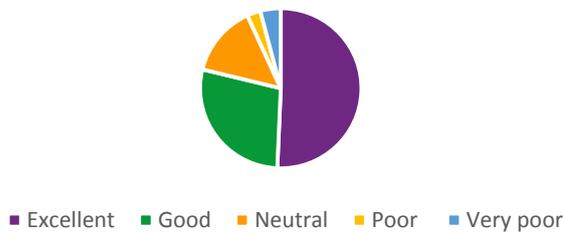


Fig.12. shows that 78.8% of respondents felt that their involvement in decision making regarding their treatment was either good or excellent.

Fig.13. Outcome of treatment

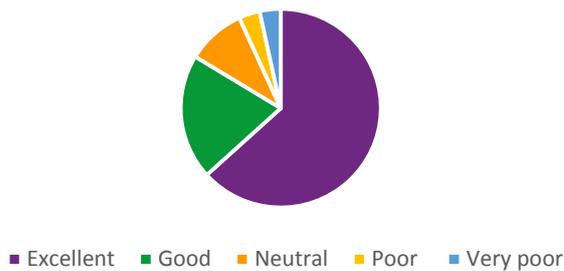
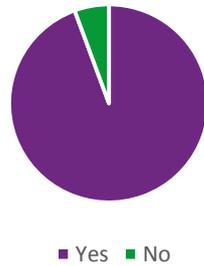


Fig.13. shows that 83.6% of respondents described the outcome of their treatment as either good or excellent.

SURVEY RESULTS – OPINIONS ON CURRENT AQP SERVICES

Respondents were asked whether they would recommend the clinic they attended to their friends and family. The response was overwhelmingly positive.

Fig.14. "Would you recommend the service to friends and family?"



163 respondents answered the question. 94.4% said yes, that they would recommend the service to their friends/family.

QUALIATIVE RESPONSES - ANSWERS TO OPEN QUESTIONS

Respondents were asked two open questions about their experience at the clinic they attended. The first question asked if "there was anything that was done really well at your visit?" A selection of responses is shown in the table below. (Fig.15.)

Fig.15. Responses to the question, "Was there anything that was done really well at your visit?"

"Everything clearly explained."

"I got a snack while I was waiting for my appointment 😊."

"Everything was explained really well and the dermatologist was confident in the method of treatment which was chosen, which was reassuring."

"Dr Sanjay was very knowledgeable and informative. Also he put me at ease and had a very nice manner"

"Good time-keeping, nice environment (clean), staff are friendly."

"Explained treatment options well."

"Was really helpful and listened to all I had to say also provided a great support. I am really happy to have visited this clinic. This has been the best visit to a GP ever in the UK"

"It was a great service."

"Overall treatment is very good. Very sincere nurse"

"Kept informed that clinic was running slightly late."
"Fast appointment. Friendly and helpful staff."
"All my comments were well accommodated Dr Shah really listened to me."
"Checked me properly after ongoing problem for years. Treatment was good."
"The whole team was very welcoming and explained everything step-by-step, made me feel safe ."
"The doctor listened carefully to what I said. And provided me with appropriate medication."
"I had a student doctor sit in on the doctor viewing my condition which was absolutely fine as he was respectful to my space as well as the doctor."

The second question asked the respondent if they felt as if "anything could have been done differently at your visit that would have improved your experience?" A selection of responses is shown in the table below (Fig.16.)

Fig.16. Responses to the question, "Was there anything you feel could have been done differently at your visit which would have improved your experience?"
"Less waiting time for the appointment. I have been waiting one month "
"Long waiting time. By the time I had the appointment the symptoms had disappeared. Wanted to be examined not just taken blood. Did not agree with outcome."
"Confusion of appointments and referrals between doctors."
"I asked her can will you do without operation anything as she said no she just gave me one option which one I really don't like."
"The doctor could have explained the symptoms and problem, and listen better."
"If the condition was seen a bit earlier then it was maybe possible to avoid steroid creams that can have some side effects too."
"Give some time to make decisions about treatment."
"The staff at the reception desk was quite cold and distant - but I understand he was new to the job and unfamiliar with the computers."

A full list of all the responses to the two open questions can be found in Appendix.3.

NEXT STEPS – FURTHER ENGAGEMENT

All survey respondents were given the opportunity to opt-in to participate in further engagement opportunities to develop the service.

30 respondents opted-in to participate, leaving either a phone number or an email/postal address. Newham Patient View will store these respondents details securely until such time as NHS Newham CCG ask us to contact the respondents.

CONCLUSION

Newham Patient View collected feedback about patients' opinions of the existing Any Qualified Provider (AQP) Service using both online and face-to-face engagement. Responses were received from people of both sexes, across a broad spread of ages groups, including young people and from a diverse range of ethnicities, reflective of the population within the borough of Newham.

Based on the responses from 171 patients, the feedback about the current service is very positive and over 90% of respondents would recommend the service to their friends or family. The reasons given for this positive feedback include friendly staff, approachable clinicians who listen to their patients and professionally carried out procedures and prescription of medicines.

There are still some areas which could be improved, notably waiting times to be referred to the AQP service and waiting times and communication of delays to patients during the clinics.