

Summary of Engagement Feedback from Primary Care Connect Patients

March 2019

Introduction

In January 2019, Primary Care Connect gave notice to NHS Liverpool Clinical Commissioning Group (LCCG) on their APMS contracts for the running of six Liverpool GP practices. At the end of January / early February LCCG wrote to all people registered at the six practices informing them of the situation. The letter set out the options to find someone else to run the practice or move patients to another practice. The letter invited people to raise queries and share their views via letter, telephone, email, SMS or by attending a drop in session. Views were sought by 27th February 2019 in order to inform decision making during March. During this time local GPs were also involved in discussions about possible solutions.

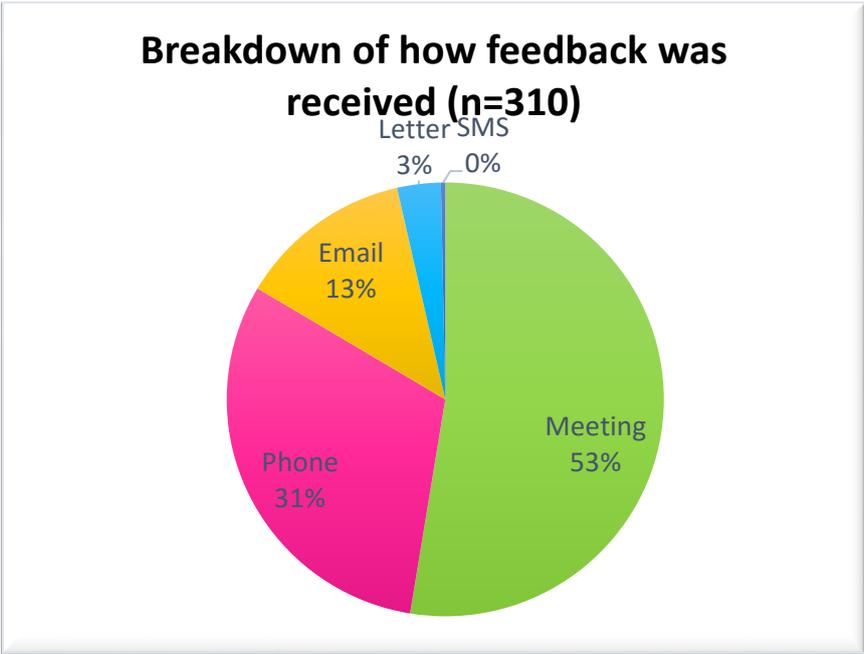
The following reflects the views of patients received as of 8 March 2019.

Feedback

The majority of views expressed to LCCG were in support of finding another provider to run Netherley, Park View and West Speke practices with strong concerns raised about not retaining a practice in these locations. For Garston, Anfield and Everton a large majority expressed preferences to remain in the same building.

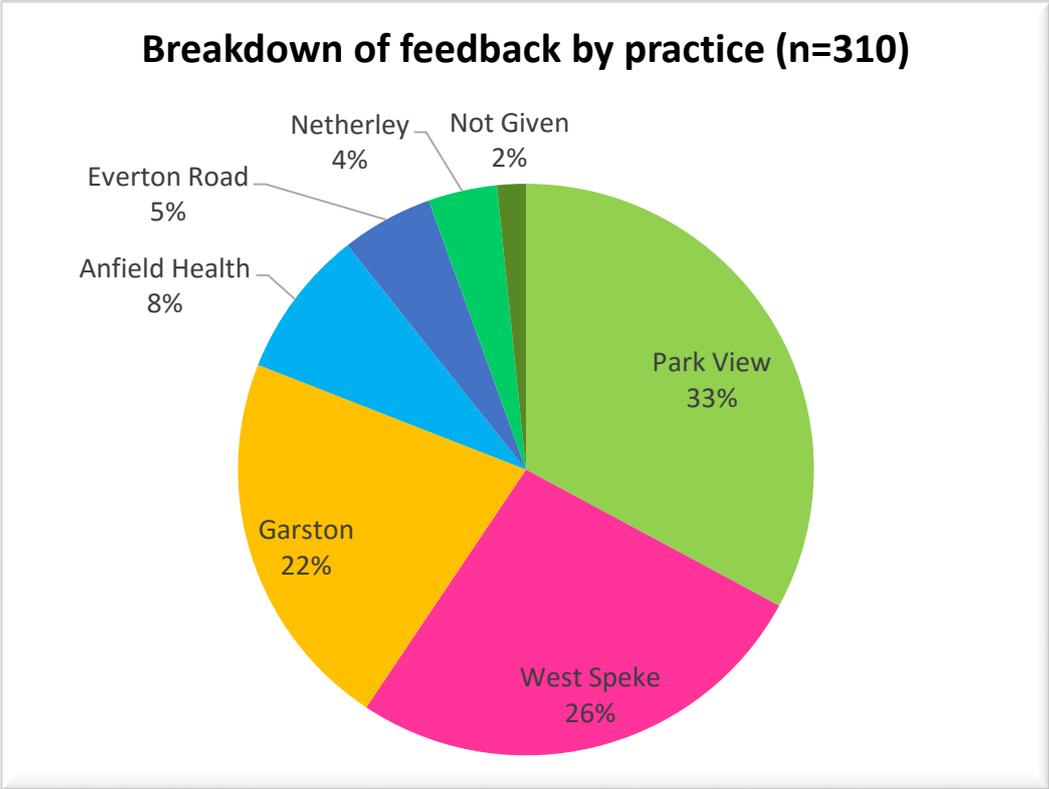
The following provides more detail of the views expressed.

By the end of the engagement we had gathered 310 responses via the following methods:



A further 318 responses were received via petition against the closure of West Speke.

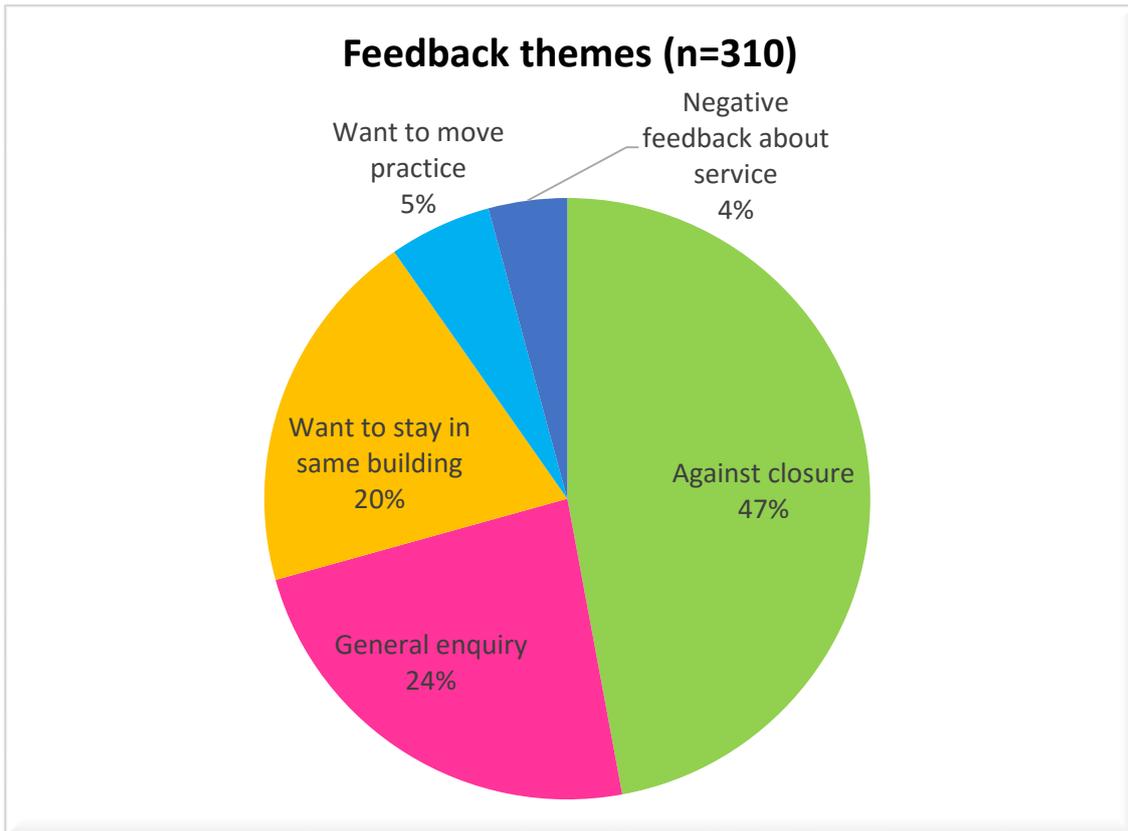
The feedback was split between the six practices as follows:



It has been difficult to categorise these comments as there have been many unique and personal viewpoints and experiences shared with us, and the issues facing patients at

different practices are varied, however we tried to group the feedback into five broad categories:

- Those who were against the closure of their practices
- Those for whom it is important they remain in the same building
- General enquiries (e.g. didn't understand letter, wanted clarification on process)
- Those who want to move to a completely different practice
- Negative feedback about the service



The negative feedback was distributed as follows:

Anfield Health	2
Everton Road	1
Garston	4
Park View	3
West Speke	3

The breakdown between the different practices and types of feedback are as follows:

Anfield Health		Want to move practice	1
Want to stay in same building	14	Netherley	
General enquiry	4	General enquiry	7
Want to move practice	6	Against closure	4
Negative feedback about service	2	Want to move practice	1
Everton Road		Park View	
Want to stay in same building	12	Against closure	71
Want to move practice	3	General enquiry	25
Negative feedback about service	1	Want to move practice	3
Garston		Negative feedback about service	3
Want to stay in same building	35	West Speke	
General enquiry	20	Against closure	64
Against closure	7	General enquiry	14
Negative feedback about service	4	Want to move practice	1
		Negative feedback about service	3

In addition, a petition has been received from people registered with West Speke asking for the practice to remain open. This has been signed by 318 people. We understand a petition is also being put together in support of retaining Park View practice.

We held sessions for people registered at five practices to share their views. At Speke around 30 people attended and the vast majority wanted to retain the practice in West Speke. At Park View around 60 people attended and the majority expressed the desire to prevent the practice closing. At Garston around 30 people attended and most expressed a preference to stay in the same building, preferably with a permanent solution but even on a further short term basis. Six people attended at Anfield and 11 at Everton and there were a mix of views but most patients wanted to move to a practice in the same building. An event was not arranged at Netherley due to discussions being held at that time with the intent to retain a service in the same location.

Conclusion and Next Steps

Headlines from this report have been fed into the process throughout. This report will now be considered in full alongside final decision making during March / April 2019.

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