

# Cross Hands & Tumble Surgery

## Public engagement summary V1

(30<sup>th</sup> October – 26<sup>th</sup> November 2023)



# Background

- On 29 September 2023, Cross Hands & Tumble Medical Partnership served notice to the Health Board on their General Medical Services (GMS) contract giving the six calendar months' notice required as a partnership. The Practice will cease providing General Medical Services within the Amman Gwendraeth Cluster on 31 March 2024.
- The Practice currently provides services to approximately 7,600 patients from their main site in Tumble and their branch site located in Cross Hands Health Centre. The Practice is due to relocate wholesale to the new Cross Hands Health & Wellbeing Centre when completed (target date of 2026), along with neighbouring Penygroes Surgery.
- A Vacant Practice Panel met in October to examine the options available to the Health Board to ensure that these patients continue to have access to services. These options include a formal tender process for a new provider of GMS or APMS, dispersal of the practice list or Health Board managed practice. Based on expressions of interest received and discussions in the Cluster at that time, the Panel identified a formal tender process and dispersal as the preferred options and directed that a public engagement exercise be undertaken on this basis.

# The Patient Engagement Plan



- The purpose of this engagement exercise was to raise awareness and provide opportunities for feedback, to target those who use the service through engagement methods that are appropriate, and to use appropriate engagement and communication tools and methods to do this effectively.
- The engagement activity was led by the Health Board Primary Care team supported by the Patient Engagement and Communications teams, and was undertaken from **30<sup>th</sup> October – 26<sup>th</sup> November 2023**. The engagement plan was agreed with Llais.
- Communications were sent by post to all registered patients and were bilingual. Social media and press releases were used to raise the profile of the engagement. Two public engagement drop-in events were held in November, one in Tumble and a second in Cross Hands.
- Regular meetings have been held to support team working (Primary Care, Patient Engagement, Communications, Communications Hub, Llais) and to regularly review the plan and its implementation.

## Ways patients could engage



- in **writing** by returning paper **questionnaires** to FREE POST address. Paper copies of the questionnaire were made available at both Tumble and Cross Hands and all Community Pharmacies locally
- **online** through ‘Have Your Say / Dweud eich Dweud’ site (online version of the same questionnaire, no registration required). Link with QR code was included in a letter to all patients.
- by **telephone** to the Communications Hub. All callers were spoken to by the team at the Hub or were individually responded to by the Primary Care team where a response was indicated
- by **email** to the Communications Hub, responded to where indicated
- in person at either of the two **drop-in public engagement events** (Tumble village hall on 8<sup>th</sup> November, and Cross Hands Club & Institute on 21<sup>st</sup> November)
- feedback direct to **Llais** online (using the Health Board questionnaire)

**Please answer the questions below by selecting the response that best reflects your views.**

1. Please let us know the first 5 characters of your postcode e.g. SA14 6.

2. When was the last time you attended Cross Hands and Tumble Practice?

- in the last month
- in the last six months
- in the last year
- more than a year ago

3. Thinking about the last time you went to the Practice; how did you travel there?

- On foot
- By car
- By bus
- By taxi
- Other (please state)

4. The Health Board is working with stakeholders on a limited number of available options to find a solution to how services can be delivered to patients in future. The Health Board believes that there are opportunities locally for another provider, such as another GP Practice or GP Practices, to provide these services to patients. This would offer patients greater sustainable service provision and continuity of care, therefore at this stage the option for a Health Board Managed Practice has not been considered.

**Managed Practices often operate with a GP locum workforce which we know can mean that patients do not get to see the same GP on a regular basis. We recognise that continuity of care is important in delivering quality services to patients. The costs associated with GP locums can be more expensive than having another GP Practice delivering care.**

How would you prefer GP Practice services to be delivered for you after March 2024?

- I would prefer to have Cross Hands and Tumble Surgery operated by another provider (such as another GP Practice).  
*To do this the Health Board would need to undertake an open procurement process for the contract, and a new service provider would need to evidence how they can deliver*

*safe and effective care to the Practice population.*

- I would prefer the Health Board to transfer my registration to another local GP Practice. *(This would probably be the nearest one to your home address, depending on where you live; this could mean that you are allocated to a Practice that is already closer to your home than Cross Hands and Tumble Medical Partnership.*

Other (please state)

5. What is most important to you about your GP Practice (e.g., telephone access, appointment availability, seeing the same team, car parking, friendly staff etc.)?

6. How easy or difficult do you find it to access care from other Primary Care providers in your area (community pharmacies, opticians, dentists). Please rate 1 – very difficult – 5 very easy.

	1 - very difficult	2	3	4	5 - very easy
Community pharmacy					
Opticians					
Dentists					

7. Do you have any other comments or feedback?

# Who fed back?

- 588 responses from patients were received in total. This approximates to 7.7% of registered patients
- Patients who completed the questionnaire (by post, online or at the drop-in events) were asked to complete an optional equalities monitoring survey – some patients chose not to complete some or all of the questions in the equalities survey, so the profile data is based on those responses we were able to capture:
  - 65.9% of respondents were aged over 55
  - 27% of respondents considered themselves to have a disability
  - 23% of respondents were carers
  - 60.83% of respondents were women

## Q2 When was the last time you attended the Practice?

500 responses to the questionnaire were received

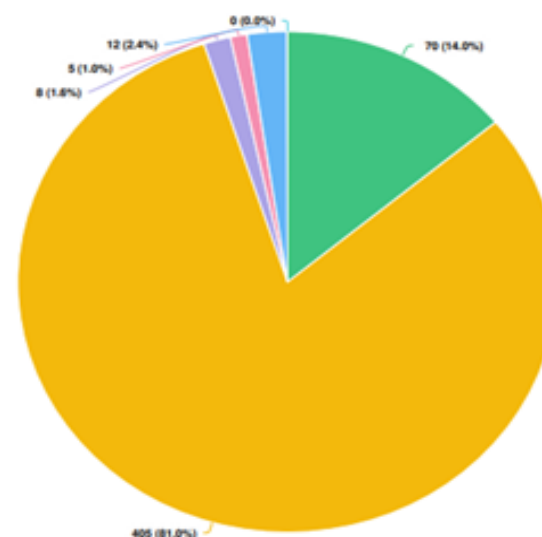
- 48.4% said they had been to either Tumble or Cross Hands in the last month. This included many who said they had been for just a flu or Covid jab. Many of those who attended the drop-in events talked about needing to use the services at the practice on a regular basis.
- 24% said they had not been in the last 6 months

# Q3. Travel and transport

Q3 Thinking about the last time you went to the Practice, how did you travel there?

Q2 Thinking about the last time you went to the Surgery, how did you travel there?

- a. On foot (14%)
- b. By car (81%)
- c. By bus (1.6%)
- d. Other (including by taxi or by bike – 3.4%)



Question options

- on foot
- by car
- by bus
- by taxi
- Other (please specify)
- by bike

Mandatory Question (500 response(s))  
Question type: Radio Button Question



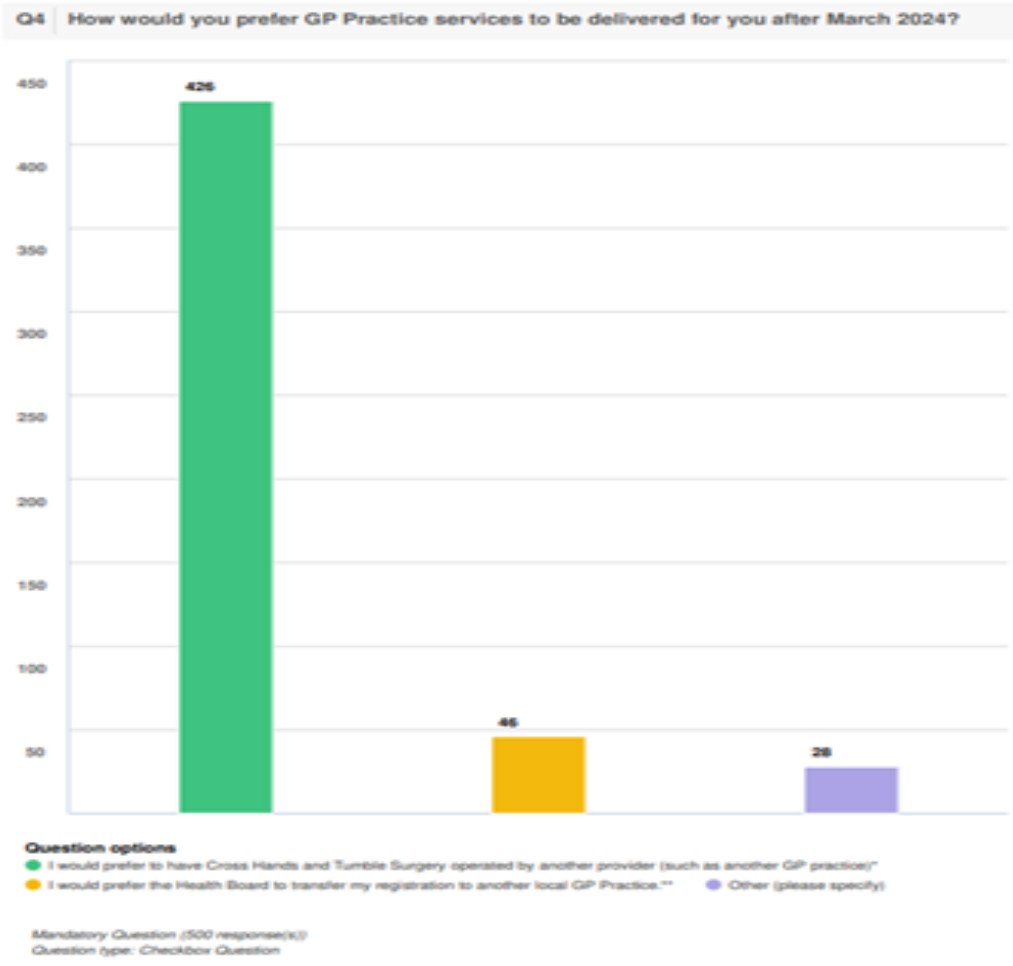
# Q4 Options



“The Health Board is working with stakeholders on a limited number of available options to find a solution to how services can be delivered to patients in future. The Health Board believes that there are opportunities locally for another provider, such as another GP practice or GP practices, to provide these services to patients. This would offer patients greater sustainable service provision and continuity of care, therefore at this stage the option for a Health Board managed practice has not been considered.

Managed practices often operate with a GP locum workforce which we know can mean that patients do not get to see the same GP on a regular basis. We recognise that continuity of care is important in delivering quality services to patients. The costs associated with GP locums can be more expensive than having another GP practice delivering care.

How would you prefer GP practice services to be delivered for you after March 2024?”



- 426 patients (85% of respondents) indicated that they would prefer services to be operated by another provider (such as another GP practice).

Patients attending the drop-in event told us they viewed this as ‘the least worst option’ as it would mean that there would continue to be a Practice for them in the community, even if the current Partnership could not continue.

- 46 patients (9% of respondents) indicated they would prefer their registration to be transferred by the Health Board to another local GP Practice. Conversations at the drop-in events suggest that these may be patients living more rurally who already travelled some distance.

## Q4 Other Options



28 patients (5.6%) ticked the box for 'Other', although the free text responses by these patients tended to be comments on the dispersal or tender options rather than an alternative. 7 patients or 1.4% of respondents cited Health Board managed practice as their preference.

At the public engagement events there were some conversations about the option of Health Board managed practice and some patients had some awareness of this through Minafon and Sarn (same Cluster). Patients understood that managed practices were often dependent on locum GPs.

## Q5. Patients' priorities

What is most important to you about your GP practice?

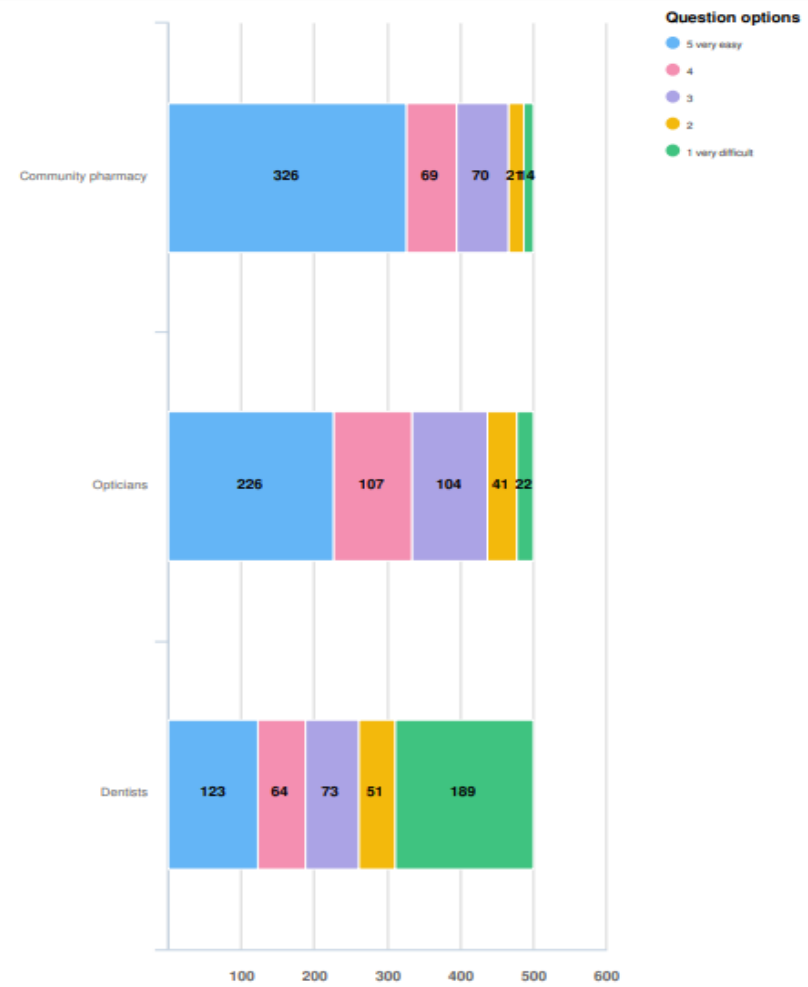
- Access – patients told us they most valued the basics: the ability to get through on the phone and make an appointment, and some said that this was difficult currently. They also valued continuity with familiar doctors when that was possible.
- Patients appreciated the practice team, and having a surgery in their community. Some were critical of the condition of the current premises.



# Q6. Other Primary Care providers



**Q6** How easy or difficult do you find it to access care from other Primary Care providers in your area (community pharmacies, opticians, dentists). Please rate 1 - very difficult; 5 - very easy.



We asked patients about their experience of accessing other Primary Care providers locally, including Community Pharmacy, Opticians and Dentists.

Mandatory Question (500 response(s))  
Question type: Likert Question

## Summary of what patients said

A number of common cross-cutting themes emerged during the analysis of responses, including:

- concern about the impact on the **community** if the practice closed due to a dispersal
- concern about the wider picture with neighbouring practices and **GP recruitment** and what this might mean if patients were dispersed to another practice. Many people were of the opinion that other local practices are already ‘full’ and would struggle to offer them the same level of service.
- concern about **travel** to another GP practice in the event of a dispersal. Many patients at the drop-in events wanted to be able to choose the practice they would be allocated to and sometimes this was not the closest geographically
- concern about **access** to the practice’s services currently during the notice period, including issues with the ‘8am bottleneck’ on the phones and difficulties seeing a GP.
- Many patients recognised the challenges experienced by the practice over recent years are not unique but favoured the opportunity to continue the practice through another provider.

## Drop-in events

Public engagement drop-in events were held on 8 November in Tumble village hall, and 21 November at Cross Hands Club & Institute. Both were well-supported with a total of 248 people attending.

Those attending took the opportunity to share their views with members of the Primary Care team and to ask questions. Patients were able to complete questionnaires at the event.

Feedback from both events was positive.

# Governance process

- 14 December 2023: Extraordinary Public Board meeting to review the engagement feedback and identify the preferred option for the continuation of services for the registered patients
- 30 January 2024: Public Board meeting to receive progress on the implementation of the preferred option
- 31 March 2024: end of the notice period
- 1 April 2024: transition to the preferred solution for how services will be delivered