

2013/14 PPG Report



# *The Mission Practice*

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## *Patient Participation Report 2013/2014*

Produced for the Patient Participation Directed Enhanced Service (DES) for the GMS contract 2012/2013

## *Introduction*

This document provides NHS England area teams and practices with information to support the patient participation DES. This service has been commissioned for a further year effective from 1 April 2013 until 31 March 2014. The DES applies to England only.

Indicators relating to access are no longer included in the Quality and Outcomes Framework (QOF). However, it is expected that the quality of access currently provided by GP surgeries in respect of obtaining an appointment within two working days and the ability to book ahead should be maintained unless there is clear evidence to support a change. This is further substantiated by evidence from the 2013/14 survey for Mission practice patients.

The purpose of the patient participation DES is to ensure that patients are involved in decisions about the range and quality of services provided and over time, commissioned by their practice. It aims to encourage and reward practices for routinely asking and acting on the views of their patients. This includes the patients being involved in decisions that lead to changes to the services their practice provides or commissions, either directly or in its capacity as gatekeeper to other services.

This DES (Directed Enhanced Service) aims to promote the proactive engagement of patients through the use of effective Patient Reference Groups (PPGs) and to seek views from practice patients through the use of a local practice survey. The outcomes of the engagement and the views of patients are to be published on the practice's website. One aspect that practices may wish to focus on is ensuring convenient access to the practice and also from the practice to other services in its role as coordinator of care, facilitating access to other health and social care providers.

Our Practice Patient Participation Group was formed in 2011 and the first meeting was held on 20th October 2011. In order to attract volunteers we put details on our website (including on-line application process), put up a poster in our Waiting Room, put details on our digital patient call system and sent a text message to over 70% of our patients.

We continue to promote the PPG on our media screens, in the practice brochure and on our website where we also post the meeting minutes and registration is open to our entire patient.

There are a number of key components to this DES:

- Component 1: Develop a structure that gains the views of patients and enables the practice to obtain feedback from the practice population, e.g. a PPG
- Component 2: Agree areas of priority with the PPG
- Component 3: Collate patient views through the use of a survey
- Component 4: Provide PPG with opportunity to discuss survey findings and reach agreement with the PPG on changes to services
- Component 5: Agree action plan with the PPG and seek PPG agreement to implementing changes

➤ Component 6: Publicise actions to be taken and subsequent achievement

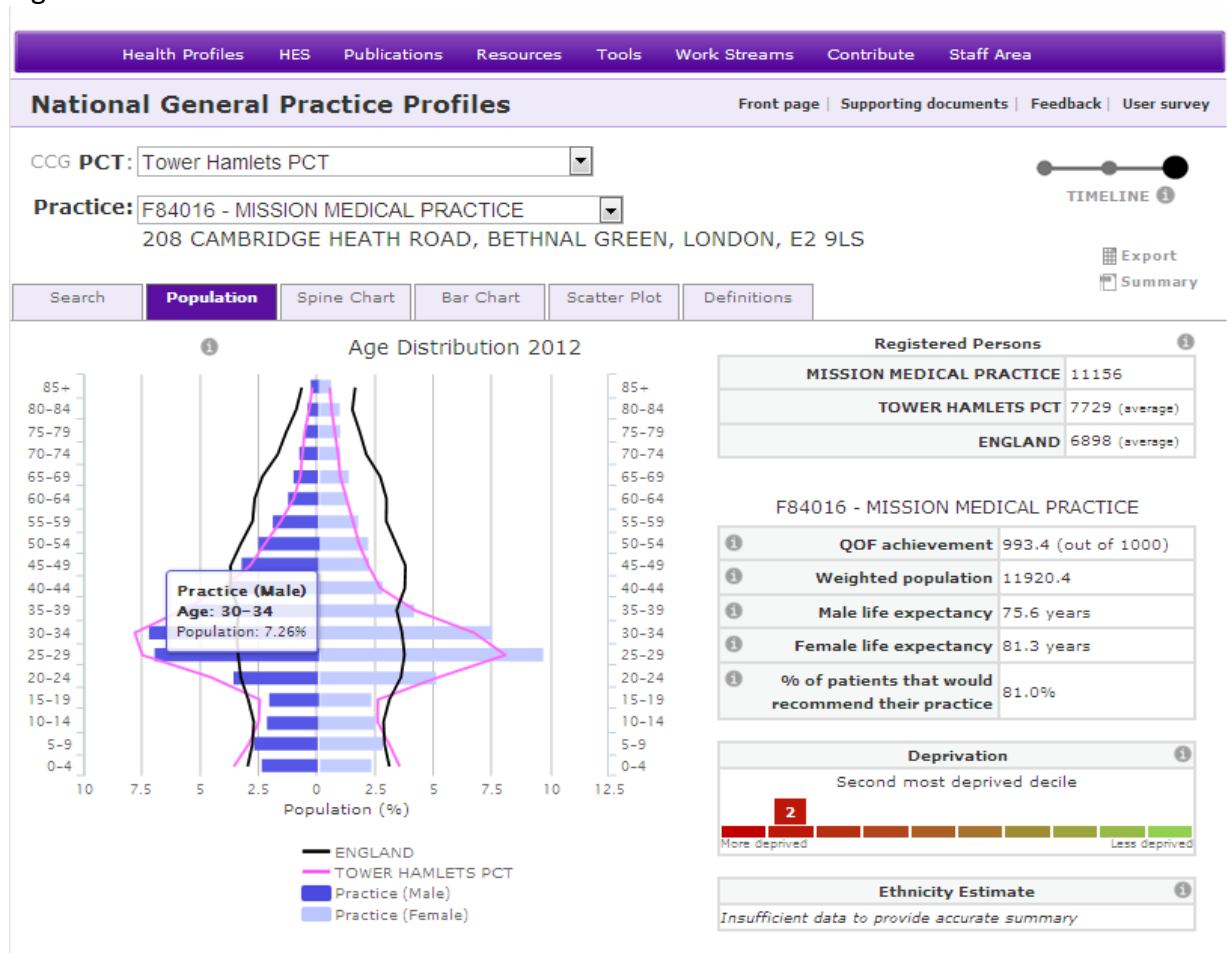
More details on these components are further discussed explicitly in this report.

**Component 1: Develop a PPG**

Due to our previous engagement in this DES we do not need to recreate a new structure (or PPG) as we have an existing group. However, we need to periodically review whether the group remains representative of the practice population.

Fig 1 below shows a brief description of the profile of the practice population. For further info please click on this link - [Mission Practice Population Profile](http://www.apho.org.uk/PracProf/profile.aspx#mod,2,pyr,2012,pat,2,par,E16000011,are,F84016,sid1,2000005,ind1,639-4,sid2,2000005,ind2,640-4) or visit <http://www.apho.org.uk/PracProf/profile.aspx#mod,2,pyr,2012,pat,2,par,E16000011,are,F84016,sid1,2000005,ind1,639-4,sid2,2000005,ind2,640-4>

Fig 1



We have developed a PPG through volunteers and regular meetings with structure in place to enable regular engagement with a representative sample of the practice population.

From Fig1 above we can see that the practice population remains at just over 11000 patients with 3000 and 4000 patients more than Tower Hamlet and National average population respectively.

Fig 2

**How to read the indicator spine charts**  
 The light grey bar shows the range of values found in England. The dark grey sections mark out the range within which the middle half of the observed values lie (25th to 75th percentile).  
 The red line shows where the England average is. The position of the circle shows the practice value, a diamond the PCT value, a triangle the cluster value, in relation to this scale.

The corresponding numbers can be found in the cells next to the chart.  
 If significance has been calculated for the indicator, then it is determined by whether the practice value is significantly higher or lower than the England average usually using 99.8% confidence intervals.  
 A significant difference is marked in blue, non-significance in yellow.

■ No significant difference from England average  
■ Significantly different from England average  
 Significance not calculated  
○ Practice  
△ PCT  
▽ Clinical Commissioning Group

Indicator	Practice Summary						England Range	England Highest
	Period	Practice Value	PCT Value	England Average	England Lowest	England Highest		
% aged 0 to 4 years	2012	4.7%	7.1%	6.0%	0.0%		19.2%	
% aged 5 to 14 years	2012	10.2%	11.1%	11.1%	0.0%		27.8%	
% aged under 18 years	2012	17.5%	21.1%	20.8%	0.0%		52.5%	
% aged 65+ years	2012	8.0%	6.0%	16.3%	0.0%		97.7%	
% aged 75+ years	2012	3.9%	2.8%	7.6%	0.0%		84.2%	
% aged 85+ years	2012	1.0%	0.7%	2.2%	0.0%		51.7%	
Deprivation score (IMD)	2012	39.8	39.6	21.5	2.9		68.4	
IDAC1 (Income Deprivation Affecting Children)	2012	57.0%	59.0%	21.8%	1.0%		68.0%	
IDAOP1 (Income Deprivation Affecting Older People)	2012	51.0%	51.8%	18.1%	4.0%		80.0%	
% who would recommend practice	2011/12	81.0%	74.2%	81.9%	28.6%		100%	
% satisfied with phone access	2011/12	76.7%	73.9%	78.0%	15.2%		100%	
% satisfied with opening hours	2011/12	75.5%	80.5%	81.0%	40.2%		100%	
% who saw/spoke to nurse or GP same or next day	2011/12	29.7%	41.2%	50.5%	11.5%		99.2%	
% reporting good overall experience of making appointment	2011/12	76.9%	75.1%	79.1%	29.4%		100%	
% who know how to contact an out-of-hours GP service	2011/12	61.6%	48.2%	58.0%	10.9%		88.3%	
% with a long-standing health condition	2011/12	42.5%	44.2%	53.1%	19.6%		100%	
% with health-related problems in daily life	2011/12	45.1%	46.8%	48.7%	12.8%		100%	
% with caring responsibility	2011/12	8.1%	13.9%	18.4%	0.0%		38.7%	
Disability allowance claimants (per 1000)	Nov 2011	43.6	40.7	48.3	8.7		235.1	
Nursing home patients	2010/11	0.2%	0.1%	0.5%	0.0%		66.9%	
Working status - Paid work or full-time education	2011/12	57.7%	63.7%	60.7%	0.0%		100%	
Working status - Unemployed	2011/12	18.6%	14.6%	5.6%	0.0%		65.2%	
Total QOF points	2011/12	99.3%	97.0%	96.9%	42.2%		100%	

The practice summary is further depicted in fig 2 showing nation and local population profile comparison. 25.5% of our list size comprises of patients less than 18 years and over 65 years, from this the practice has about three quarters of its list size consisting of patients between 18 and 65 with high rate of young population. Detailed information on the Mission practice population profile can be found in the embedded public health report below.



Mission Practice  
 Population Profile.pdf

Going into our third consecutive years of engaging our patients through PPG, this has been a remarkable success; it has continued to improve with every meeting and is becoming more popular amongst patients. We endeavour to improve its popularity amongst the patient and subsequently grow the group size. We are devoted to this group as they serve as first point of patients' voice.

We currently have a total of 24 members from different backgrounds and different ages our youngest being 22 and our oldest 87. We are very confident that our PPG is an optimal representative of the practice population according to age profile. However it is not 100% reflective and we are opening our door to accommodate more members.

The 24 members include 9 male and 15 female representatives.

Age profile:

1 member: 17 – 25 years

5 x members: 26 – 35 years

11 x members: 36 – 55 years

4 x members: 56-65 years

3 x members: 66+ years

### *Component 2: Agree areas of priority with the PRG*

From the result of last year's survey, it was obvious that our patients were quite satisfied with the services we currently offer to them. This made it difficult to easily agree on an area they might think we need to serve them better because they were happy with the service they are currently receiving. The main reason is due to an excellent relationship between our staff (both clinical and non-clinical) and the patients and the reassuring 'feel good' factor they tend to pass onto them.

From last year's survey, majority of the patients were happy about the service offered, but we felt there is always room for improvement. We decided to make this year's survey more informative and awareness driven. The practice was very keen in engaging patients to help deliver and design services around the needs of its patients. Questions about cancer awareness programme and social services which they could benefit from locally were asked. The practice was keenly interested in ensuring that before it sought the views of its patients on the priority areas, the group understood its roles and responsibilities and why as a group they are central to everything the Practice does.

We also decided to ask question about issues asked in previous year like patient experience with regards to appointments, telephone access, seeing a GP of their choice to see if we have further improve one year on.

### *Component 3: Collate patient views through use of a survey*

Survey was designed in line with what was agreed between PPG and Mission Practice and questionnaires were made available at the reception desk and waiting area. We sometimes assign a staff to the waiting area to enlighten patients about the rationale behind the survey and its importance so as to motivate them in completing the survey.

We opted for limited questionnaires by post due to low response rate we had from that platform last year. Due to the high density of our practice population with English as a second language, members of our staff conducted some face to face consultations to ensure this patient group was included. In total we had 127 returned survey by post out of 200 sent out representing a return of 63.5%. Patients were also able to complete 367 questionnaires in the waiting room which bring the total of completed questionnaires to 494, a little short of 500 we expected.

***Component 4: Provide PPG with opportunity to discuss survey findings and reach agreement with the PRG on changes to services***

Following our last meeting on the 29/08/2013, result of last year's survey was discussed with the PPG, In the meeting more emphasis were on last year's action points and the level of execution. Refer to Appendix B for action plan decided on.

***Component 5: Agree action plan with the PRG and seek PRG agreement to implementing changes***

Some of the agreed plans from 2012 were achieved and the rest are on-going. In this survey year, we were able to improve the link between the patients and community services by appointing a community networker who signpost community and social service that can benefit patients with different health and social problems. Access remains a critical issue which has significantly improve but we believe we can still improve as this is a long term and on-going project. We have recently purchased a telephone system which put callers in a queue and also actively monitors the performance of the receptionist. With the installation of the new system we are optimistic that queue on the phone will improve significantly in the nearest future.

Our main priorities 2013/14 include looking at ways to educate all patients on how to access the system and also create awareness about early cancer detection.

## *The Mission Practice Survey 2013/14*

*Your word is a lamp to my feet and a light to my path*

**We would like you to participate in a short survey about the Surgery and its services. The questions below have been based on the priorities identified by the PPG and the practice in our last meeting in August 2013 and also result from last year's survey**

**Please complete your questionnaire based on your visit today...**

***Thinking about booking your appointment...***

Following feedback, we have worked hard to try and improve the booking experience for patients

Q1	How easy did you find it to book your appointment on the phone?	Easier than it used to be	Satisfactory	Harder than it used to be	I booked online
Q2	How many days of calling did it take you to get an appointment?	I got an appointment the first day I called	2 days	3 days	Over 3 days
Q3	How helpful were the reception staffs?	Very helpful	Satisfactory	Not helpful	I don't know
Q4	How satisfied were you with the day and time arranged for your appointment?	Very Satisfied	Satisfied	Not Satisfied	I don't know
Q5	If you wanted to see a specific doctor or nurse, was this possible?	Yes	No	I didn't mind who I saw	I don't know
Q6	Did you consider speaking to a doctor or nurse on the phone rather than booking an appointment?	Yes	No	I didn't know I could	I don't know

***Thinking about the GP Surgery environment...***

Q7	How satisfied are you with the surgery's current opening hours?	Very Satisfied	Satisfied	Not Satisfied	I don't know
Q8	How satisfied are you with access to the surgery building?	Very Satisfied	Satisfied	Not Satisfied	I don't know

Q9	How satisfied are you with the comfort level of the waiting room (e.g. chairs, magazines).	Very Satisfied	Satisfied	Not Satisfied	I don't know
Comments					

**Thinking about your appointment....**

Q10	How satisfied were you with the quality of your consultation?	Very Satisfied	Satisfied	Not Satisfied	I don't know
Q11	Do you feel you had enough time for your appointment today?	Yes		No	
Q12	How satisfied are you with the way the doctor / nurse explained your problem or the treatment you require?	Very Satisfied	Satisfied	Not Satisfied	I don't know
Comments					

**Surgery services and Health promotions...**

Q13	What is your level of awareness for cancer screening – early cancer detection?	High	Low	Moderate	None
Q14	Do you know that Tower Hamlet organises educational events for health programme campaigns like cancer awareness, Cancer National Lung Campaign etc. Please contact the surgery for event time-table (Wilma Bol)	Yes		No	
Q15	Did you know you don't need an appointment to order repeat prescriptions? (unless a medication review is due)	Yes	No	Not applicable to me	
Q16	Did you know you can order repeat prescriptions online using our website? (ask reception for a username and logon)	Yes	No	Not applicable to me	
Q17	Did you know you can book an appointment with a nurse or doctor online using our website? (ask reception for a username and logon)	Yes		No	
Q18	Are there any other services you would like to see the surgery provide?	Yes		No	



Please describe below Comments

**Demographic Information**

Q19	Are you...	Male		Female		I don't want to answer		
Q20	How old are you?	0-16	17-24	25-35	36-49	50-65	Over 65	
Q21	Do you have any long-standing illness, disability or infirmity?*	Yes			No			
Q22	Which ethnic group do you belong to?	White	Black or Black British	Asian or Asian British	Mixed	Chinese	Other Ethnic Group	
Q23	Which of the following best describes you?	Employed (full or part time, inc. self-employed)	Unemployed and looking for work	At school or in full time education	Unable to work due to long term illness	Looking after your home / family	Retired	Other

\* By long-standing we mean anything that has troubled you over a period of time of that is likely to affect you over a period of time.

**Thank you very much for your time!**

***We will put the results of the survey and the actions we agree with the surgery on a notice board in the waiting room and on the surgery website***

***<http://www.themissionpractice.nhs.uk/index.aspx>***

***Join Us!*** *We have a Patient Participation Group committee who meet but we want a wider Group, the committee can consult on ideas they have had. If you would like to be a part of our Patient Participation Group, please complete a form in the surgery. You will be contacted by email or post (whichever you decide) and we would notify you of any meetings.*

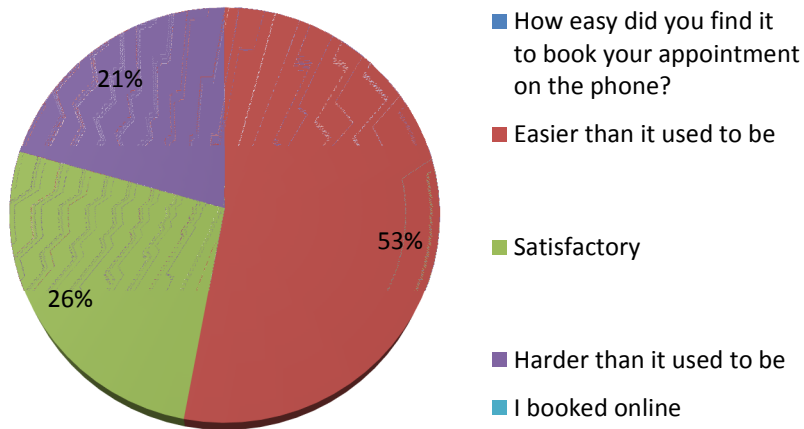
## Appendix B. Action plan

Area of Improvement		Recommendation	Action required	Practice Lead	Time frame of changes	Comments /Achievements
1.	Wider ethnic group	Expand the ethnic group at PPG Improve the Involvement of the Local Minority group	<ul style="list-style-type: none"> <li>• Use of official invites to attract other ethnic minority groups</li> <li>• Promote the PPG in more attractive to this group</li> <li>• Get other wider ethnic groups involved</li> </ul>	Wilma	April 2014	
2.	Improvement on Telephone system	Review the telephone system queue system to offer appropriate options for patients when calling in	<ul style="list-style-type: none"> <li>• Monitor operators' performance and feed PPG back</li> </ul>	Isabel	April 2014	
3.	Website update	Updating our website regularly for different events and information	<ul style="list-style-type: none"> <li>• Constant website update to keep the patients aware of current activities</li> </ul>	Sandra	On-going from Last year	
4.	Meeting Reminders	Reduce the number of meetings DNA	<ul style="list-style-type: none"> <li>• Send text reminder for meetings plus letters if possible</li> </ul>	Wilma	On-going from Last year	
5.	Appointments	Reduce the number of Did Not Attend Appointments (DNA)	<ul style="list-style-type: none"> <li>• Look at increasing use of text messaging service as a reminder to patients not to forget their appointment</li> <li>• Display reminders to patients each month on the number of wasted appointments via posters, newsletter and website updates</li> <li>• Communicate any changes to staff and patients as feedback is crucial</li> </ul>	Receptionists	On-going from Last year	

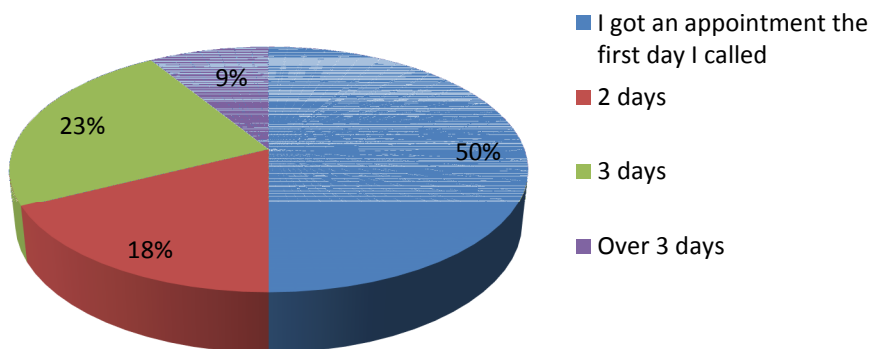
6	Health Promotion	Improve Health Promotion Campaigns	<ul style="list-style-type: none"> <li>• Use screen message at the waiting room to improve patients' awareness about health campaign</li> <li>• Posters on the notice board – Currently in use but a bigger image.</li> <li>• Provide more health promotions lectures a month on different topics and make these available via the website.</li> <li>• Create awareness about early cancer detection</li> </ul>	Receptionists/Wilma	On-going from Last year	
7	Patient access	Encourage more online engagement with patients	<ul style="list-style-type: none"> <li>• As part of Network Improvement scheme (NIS) commissioning development scheme, we are required to achieve 5% actual bookings for online appointments or increase online bookings by 2% (whichever is highest)</li> </ul>	Receptionist	31 <sup>st</sup> March 2014	

## Survey Result

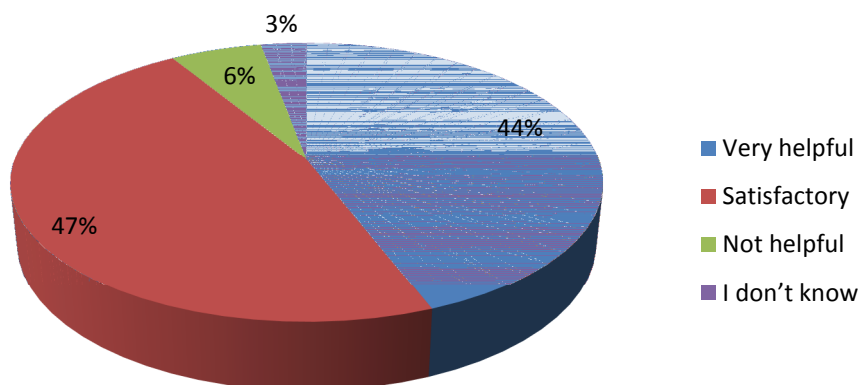
***How easy did you find it to book your appointment on the phone?***



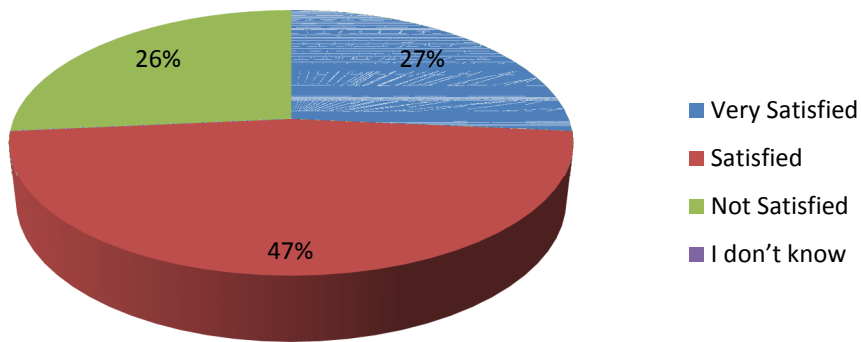
***How many days of calling did it take you to get an appointment?***



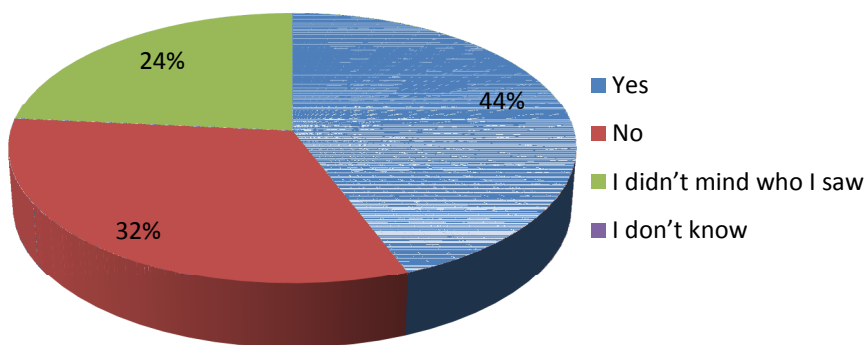
***How helpful were the reception staffs?***



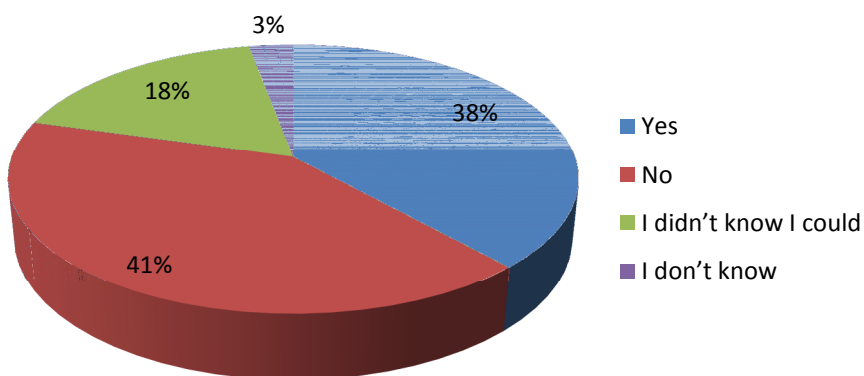
**How satisfied were you with the day and time arranged for your appointment?**



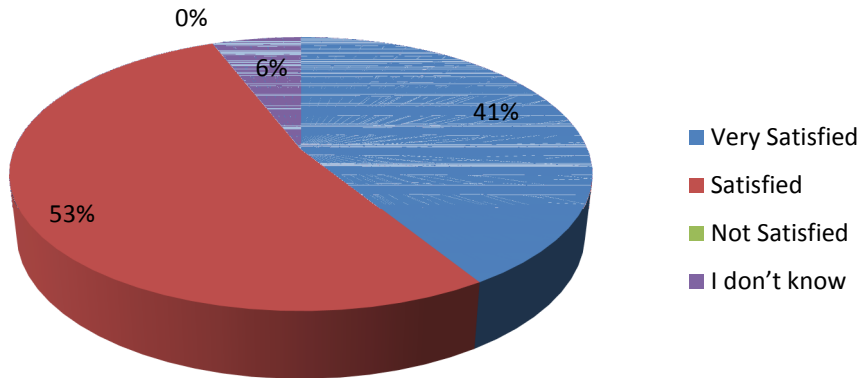
**If you wanted to see a specific doctor or nurse, was this possible?**



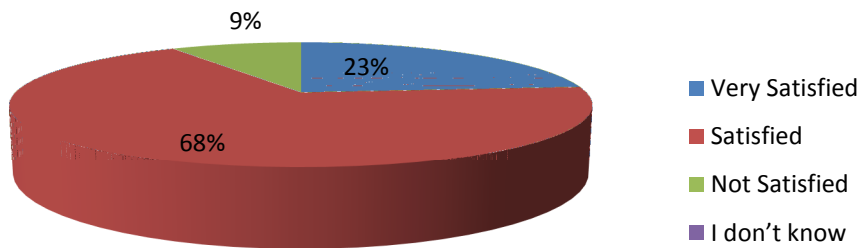
**Did you consider speaking to a doctor or nurse on the phone rather than booking an appointment?**



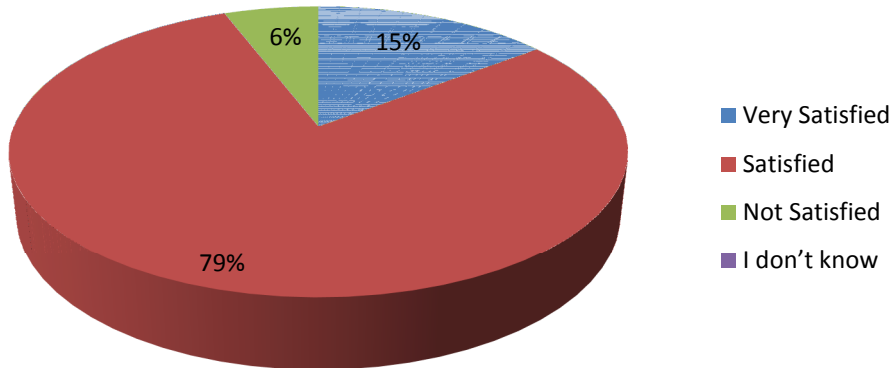
**How satisfied are you with access to the surgery building?**



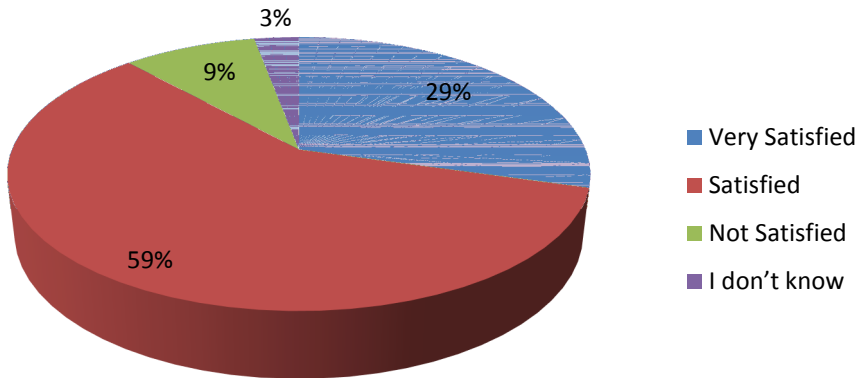
**How satisfied are you with the surgery's current opening hours?**



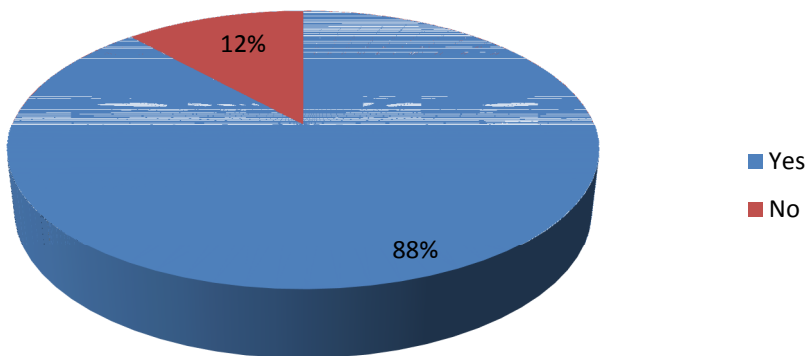
**How satisfied are you with the comfort level of the waiting room (e.g. chairs, magazines).**



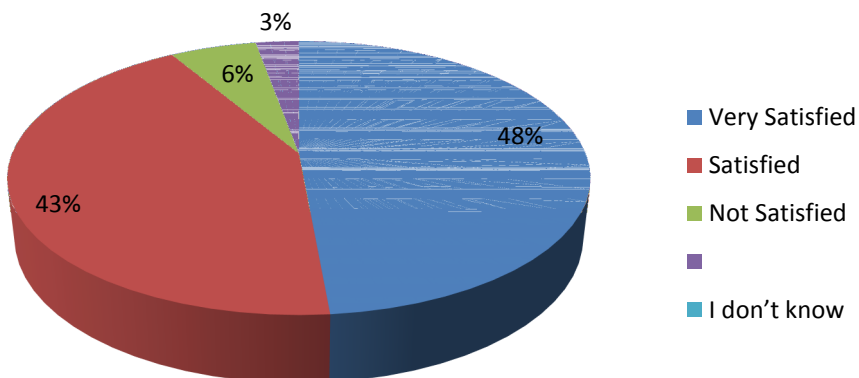
**How satisfied were you with the quality of your consultation?**



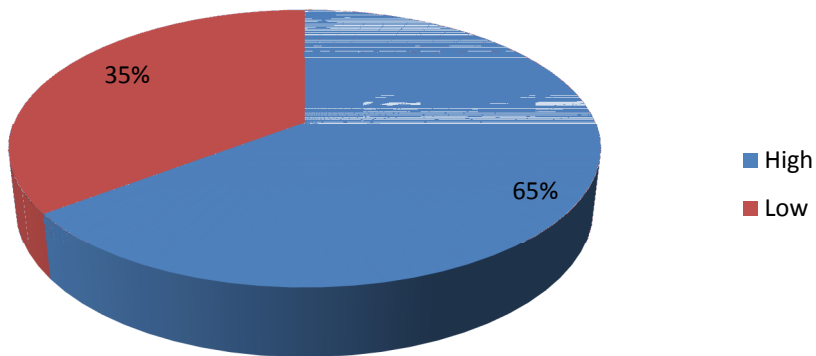
**Do you feel you had enough time for your appointment today?**



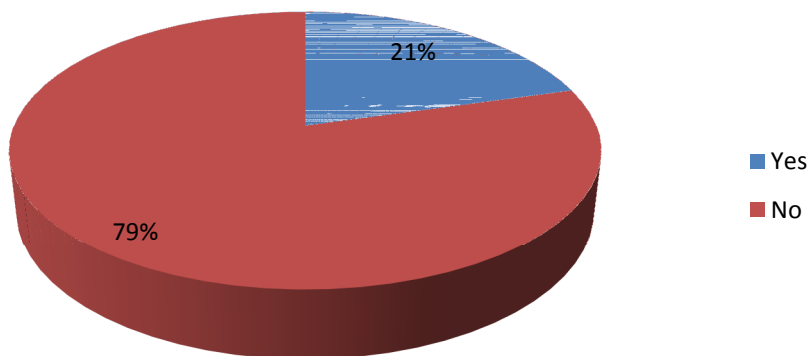
**How satisfied are you with the way the doctor / nurse explained your problem or the treatment you require?**



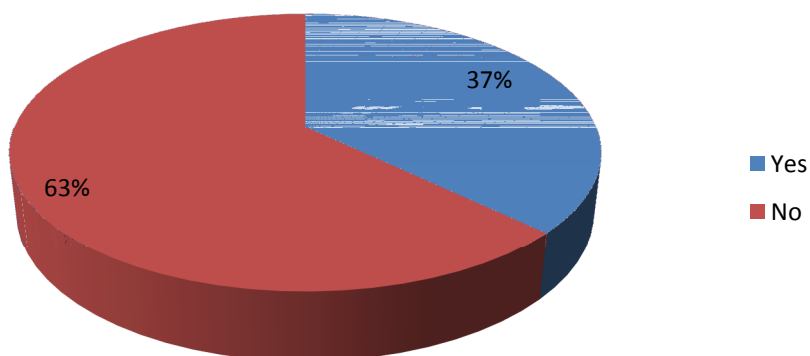
**What is your level of awareness for cancer screening – early cancer detection?**



**Awareness about Practices's educational events for health programmes**



**Did you know you can book an appointment with a nurse or doctor online using our website**





**Demographic Information of Respondents.**

Q19	Are you...	Male <b>25%</b>		Female <b>75%</b>		I don't want to answer <b>0%</b>		
Q20	How old are you?	0-16 <b>0%</b>	17-24 <b>18%</b>	25-35 <b>35%</b>	36-49 <b>29%</b>	50-65 <b>9%</b>	Over 65 <b>9%</b>	
Q21	Do you have any long-standing illness, disability or infirmity?*	Yes <b>75%</b>			No <b>25%</b>			
Q22	Which ethnic group do you belong to?	White <b>45%</b>	Black or Black British <b>10%</b>	Asian or Asian British <b>35%</b>	Mixed <b>2%</b>	Chinese <b>0%</b>	Other Ethnic Group <b>8%</b>	
Q23	Which of the following best describes you?	Employed (full or part time, inc. self-employed) <b>20%</b>	Unemployed and looking for work <b>22%</b>	At school or in full time education <b>4%</b>	Unable to work due to long term illness <b>0%</b>	Looking after your home / family <b>2%</b>	Retired <b>47%</b>	Other <b>13%</b>

## Appendix B – Practice Leaflet

**Practice team**

**Practice Manager**  
 Isabel Cosser

**Doctors**  
 Dr G. Head (Male)  
 Dr T. Rowell (Male)  
 Dr J. Littlejohn (Female)  
 Dr L. Vaughan (Female)  
 Dr W. Spring (Male)  
 Dr E. Hawkins (Female)  
 Dr J. Hain (Female)  
 Dr Masha (Female)  
 Dr M. Water (Male)

**Nurse Practitioner**  
 Dr D. Whittington (Male)

**Nurse Practitioner**  
 Nicola Gilbert (Female)

**Practice Nurse (Home)**  
 Liz Harris, Hilda Long & Rita Ogden

**Health Care Assistants (Home)**  
 Rosita Walters, Rachael Adégo, Alice Ekanem, Holly Dale & Princess Santos Aza

**Midwife**  
 Globe Town Local Team Member

**Administrators**  
 Sue Wheeler (Medical Secretary)  
 Sarah Wilson (Office Team Administrator)

**Reception Manager**  
 Sandra Cannon

**Reception Staff**  
 Namida Begum, Jachi Bennett, Lydia Davis, Tracia Douse, Sophia Hahwa, Angelina Mchengele, Heather McElaine, Alisha Hea & Theresa Webb,  
**Practice Extension Officer**  
 Nikita Selwa

**Feeling unwell**

**1. Home remedies**

- Keep a simple first aid box and medication at home.
- Call NHS Direct free for advice **0845 4647**
- Or visit [www.nhs.uk](http://www.nhs.uk) for medical advice whenever you need it.

**2. Visit your Pharmacy**

- There are again Tower Husbands.
- They can help treat many conditions such as diarrhoea, runny nose, coughs and colds and headache etc.
- No waiting, experienced pharmacists, can give expert advice on the best medication.
- Get your pharmacy first form from our reception.

**3. Visit your GP**

- Appointments within 48 hours. Early morning, evening and Saturday appointments available.
- Telephone consultations for same day appointment if it is urgent.

**4. Out of hours**

- If your GP is closed and you can't wait until the morning Call our on-call doctor on **0207 7377 7451**

**5. Or visit a walk-in centre**

- If your GP is closed or if you are not registered with a GP
- No appointment needed.
- The Royal London Hospital**  
 Whitechapel, E1 1SB  
 Tel: 020 7943 1333

**6. In Medical emergencies**

- Only for serious injuries or accidents:
- Heavy bleeding, blacking out, difficulty breathing, chest pain etc.
- Royal London Hospital**  
 The Royal London Hospital, Whitechapel, London E1 1SB.

Or call **999**

**The Mission Practice**  
 208 Cambridge Heath Road  
 London E2 9LS  
 Tel : 020 8983 7300  
 Fax : 020 8983 6800

**www.missionpractice.nhs.uk**

**Practice Opening/Closing Times**

Mon: 08.30-18.30  
 Tue: 08.30-19.30  
 Wed: 07.00-19.30  
 Thur: 08.30-19.30 **(Closed 23.00-26.00)**  
 Fri: 08.30-18.30  
 Sat: 08.30-11.45

**Phone Line Opening/Closing Times**

Mon-Fri: 08.30-18.30 \*  
**(Closed 23.00-24.00 Mon-Thu)**  
**(Closed 23.00-26.00 Thurs)**

Wheelchair, Push Access & Street Parking Friendly

**Welcome**

**Our mission statement**  
 At the Mission Practice we are committed to providing an excellent medical service for all our patients, working alongside our community, patients, staff and colleagues in Bethnal Green.

We recognise that we are all on a journey in life growing and developing all the time, and we understand that health is not just about lack of illness, but being well in body, mind and spirit.

We seek to empower people to live well in all its fullness and we are committed to caring for the whole person, encouraging faith instead of fear and working together instead of alone.

We believe that we are called by God to serve and care for our patients, and we recognise that this needs prayer and God's strength and guidance.

**How to register**  
 We can register any patients with an E2 postcode within the borough of Tower Hamlets but not E2 9H. Please bring with you:

- Two proof of your address.
- Passport, driving license or other recognized photographic ID.
- If you have a NHS medical card, please bring that along with you as it will help us obtain your previous records.

We cannot register you without these documents, please note that Patients information is strictly confidential.

**General information**

**New Patient Health Check** As part of the registration process you will need to have a New Patient Health Check. You will need a 30 min appointment with the health care assistant. You will not be able to book an appointment with the GP or nurse until you have done this.

**Booking appointments** Appointments may be booked up to a month in advance, each appointment with a GP is for 10 minutes. You are entitled to be seen by a health professional within 48 hours and in medical emergencies we offer telephone appointments with a health professional on the same day.

**Reminders** We offer a Text reminder provision for all booked appointments with the surgery. If you want to receive the reminder, please ensure that your mobile number is updated at the surgery.

**On time** We ask you to be on time for appointments. If you arrive more than 30 minutes late for your appointment then you will need to re-book as you will not be seen.

**Patient responsibility obligations** We have a strict policy for patients who fail to attend their appointment. You must tell us if they are unable to attend otherwise you are at risk of being listed. This means you need to register with another GP practice.

**Suggestions / Feedback or complaints**  
 There is a suggestion box located, next to the arrival touch screen. In the waiting area there is a electronic survey. We are also setting up a patient reference group, where you can voice your opinion, for more information see at reception.

**Services we offer**

**Nurse** Cervical smear, women's health, contraceptive advice, prescription, asthma, cough, colds, ear pain, dizziness, injection, tetanus, childhood immunisation, general injections, asthma check, wound dressing/removal of nits, chronic disease, COPD review, alcohol advice, & chronic reviews and reviews.

**Health Care Assistant** All routine check, ECGs, blood tests before 3.30pm, immunisation, new patient health check and annual flu vaccination.

**GP** - Can see you for anything else.

**Physiotherapy** - By appointment only via GP.

**Health Visitor** - Call 020 8986760 or 020 8986764  
 Open Mon-Fri 9-5 pm.

**Urgent Clinic** - Health visitor drop-in clinic, Monday - 3.30pm.

**Annual check** - By Appointment only via GP.

**Contraception and Abortion Advice** - Tuesday morning by appointment.

**District Nurse** - 020 8986 6764.

**Chaperone** - If needed that is available on 0277934296. Need to call - come on a Thursday 10-11.30am.

**Nurse Visits** - GP do home visits for housebound patients, by Appointment only please phone between 8.30-10.00.

**Advanced / Late registration** - On request please inform reception if required.

**Fast Results** - Ring reception.

**Smoking cessation** - Bangladesh stop smoking Monday from 10.30-4.00pm.

**Repeat Prescriptions** - Can be picked up 48 hours from when they have been handed in at reception. You cannot do this over the phone, but you can do it online or via the pharmacy.

## **PRACTICE OPENING HOURS AND ACCESS**

### *Practice Opening/Closing Times*

Mon: 08.30-18.30  
Tue: 08.30-18.30  
Wed: 08.30-18.30  
Thur: 08.30-13.00 \*(Closed: 13.00 Onwards)  
Fri: 08.30-18.30

### Phone Line Opening/Closing Times

Mon-Fri: 08.30-18.30 \*  
(Closed: 13.00-14.00 Mon, Tues, Wed)  
(Closed: 13.00 Onwards on Thursday)

Patients can access services in our core hours, via reception. There is also information on our website. We are currently reviewing what services are available. When the practice is closed patients are able to book appointments via our automated telephone system or they have the option to be forwarded to our out-of-hour's service. We have outlined in the practice leaflet these processes, depending on the circumstances of the patient's complaint of what to do when feeling unwell. A leaflet called 'Get the right treatment' is available in the practice. (Please refer appendix B to view a copy of our practice leaflet, please note that there has been recent changes to practice access – see update above)

### Extended Hours

Practice is required to provide details of any extended hours provided and details of the access to healthcare professionals during this period.

### The practice extended hours

Sat: 08.30-12.30

Patients can gain access to healthcare professionals during extended hours by booking an appointment with our reception team or throughout the automated telephone system.

## Patients' comments

- 'I would like to be able to book appointments more than 1 month in advance'
- "Perhaps extended hours in the morning as it was in the past"
- I am a new patient in the surgery and found this practice to be excellent and professional. I am extremely pleased I chose the practice
- I would like the test results to come more faster
- Waiting to be seen by a doctor is really bad and there is no day appointment
- Sometimes very hard to get through on the phone
- I have been coming to this surgery for many years and it has steadily improved a whole lot over the years
- I have been a patient for many years as were my parents and it has always been very good. We have had excellent service over the years
- I am very happy with the doctors and staff
- We are happy with the practice and get appointments when we want them
- 'Some late appointments would be good'
- 'The practice could not have helped me or my family more'
- Chairs could do with a clean or replacing and also some good magazines
- Have seen 4X doctors (all different) about on-going cough and took 4<sup>th</sup> one to suggest some tests. All seemed unworried & that it wasn't worth checking on despite it going for 8 months – I'm healthy and never smoked.
- Patients get rushed when being seen by a doctor but most doctors gives time to understand
- I would like the practice to introduce sexual health clinic, walk-in clinic and also equip the waiting area with recent magazines.

**Practice Declaration**

The Practice confirms that the above report is a true and accurate reflection of the work undertaken as part of the Participation DES 2013/14.

Signed and submitted to the PCT on or before 31 March 2014 and published on the Practice website.

Name: xxxxxxxxxxxxxxx

Signed: xxxxxxxxxxxxxxxxxxx

Designation: xxxxxxxxxxxxxxxxxxx

Date: xxxxxxxxxxxxxxxxxxx