

April 2012 to July 2015



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Wheelchair and Pram access



Inside the surgery is fully accessible but there are two doors at the entrance for which you may require assistance

experience when using their surgery. We recognise scope to improve our patients' overall experience. A number of steps to further improve and expand upon methods we use to communicate and engage with recruiting a Patient Advocate, Nasrin Akhter. Nasrin to develop and implement systems and activities to communicate and engage with our patients.

2. How we have improved communication & engagement

2.1 Information and publicity

The way we convey information and publicise services has improved.

We have allocated responsibility for maintaining this work to Anna Haines, our Senior Administrator.

Our notice boards are checked on a daily basis to ensure information on display is up-to-date and accessible. In-house we have a range of patient information leaflets, as well as developed a comprehensive Practice Leaflet. The design of our material (leaflets, posters etc.) has been standardised to give the practice a more coherent and professional appearance.

Our website is now updated on a regular basis and feedback from patients via the NHS Choices site are responded to in a timely fashion.

2.2 Health and wellbeing promotion

practice had a stall providing information on services available for surgery and those provided by our local partner organisations.



was amazing, she had to deal with local their BP checked, then sending her to provide

November 2012 - Bowel Screening Awareness session

Run in conjunction with the local Public Health Team, feedback from the cancer screening facilitator on how the session went was provided by email to the Practice Manager "The Bowel screening information stall went very well today. At one point I was surrounded by people and the whole waiting area was very quiet as most people were listening to our talk. Nazreen [Nasrin, Patient Advocate] helped a lot, she directed everyone to our stall and the discussion were very interactive and everyone said they will take the test when they receive the FOB kit."

Picture courtesy East End Life, 20 May 2013

On-going projects

The practice runs regular information and advice-giving partnership with a number of local organisations, in Bangladesh Stop Tobacco Project, St Joseph's Home Centre, Townbee Hall, Social Action for Health and Families & Young People's Information Service.

November 2012 – Breast and Cervical Screening Women's Health Information Day

2.3 Women's Group

Advertised in the local press and run in partnership with the local Public Health Team and East End Health Network, this event was attended by over twenty five women of all ages. The open day featured presentations and information stalls, as well as a drop-in clinic for women to have smear tests with our nurses. We were particularly pleased that many women decided to make use of the clinic and have their smear test done.

A women's group was set up in response to request from female patients. The inaugural meeting was held in project has been a resounding success, as evidenced ladies regularly attending (on average twenty per month). positive feedback some members of the group have the practice's NHS Choices website.

May 2013 – Osmani Trust Health Expo

One of our Health Care Assistants, Razia Sultana, ran a stall for the Osmani Trust's annual Health Expo. Visitors to the stall



The programme for the meetings is organised by Patient Advocate, Nasrin Akhter (pictured left). The topics covered during the meetings have been discussed with the group and include:

...ating and physical exercise facilitated by a health trainer from the Osmani Trust

February to June 2013 – weekly programme of seated exercises and general lifestyle advice facilitated by a health trainer from the Osmani Trust

May to June 2013 – Good Move Course run by the Brady Centre focusing on the importance of a healthy lifestyle with particular emphasis on prevention and management of diabetes

June 2013 – healthy meal cookery class facilitated by the Brady Centre; and a trip to Mile End Park for outdoor exercises followed by a picnic of healthy food

July 2013 – smoking cessation advice delivered by an adviser from Adult Oral Health; and a two-session workshop on keeping healthy during Ramadan.



Picnic in Mile End park



Pre-cooked food

...patient Reference Group (PRG) community group in that it provides a valuable source of feedback for improvement and development.

Since April 2012, the number of patients signed up to the PRG has more than doubled to twenty five in number. The profile of the membership is broadly in-keeping with the local population, with the exception of the 20 to 29 age group. We are aiming to be pro-active in recruiting patients through house marketing and on our website, and are particularly keen to recruit young adult members and to increase attendance for the PRG.

Annual survey

For the past two years, the PRG has conducted an annual survey. The results of the surveys are discussed by the group and actions arising from the discussions are agreed and implemented.



The latest survey, which was conducted during the month of Ramadan, was on the quality of customer service patients receive from the Brady Centre administration team and consisted of two questions:

- (1) Are you treated with courtesy and respect by the staff?
- (2) Do you feel your enquiries are dealt with efficiently by the staff?

Survey results

1.5% of respondents said they were not treated with respect and courtesy by the reception staff but that their enquires were dealt with efficiently by the reception staff.

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The following actions to be implemented were agreed by the PRC and as a result of discussion of the findings:

- A refresher training course in face-to-face and telephone customer service skills will be arranged for all reception staff during the course of 2013/2014.
- Reception staff will be reminded to smile and make eye contact with patients when dealing with face-to-face enquiries.
- All staff (clinical and non-clinical) will be required to wear name badges to enhance the professional image of the Practice.

We intend to maintain and build upon the progress patients' experience by listening to their views and ideas for the future include holding an open meeting with stakeholders (patients, community organisations, local businesses and the public at large will be invited, an website to include videos and images of our patient

4. Thank you

The Practice staff team would like to thank all the people who helped us to improve their experience by putting forward their opinions, whether it be by taking the time to attend Patient Reference and Women's Groups or simply an idea to a member of staff. We would also like to thank all those who took the time to complete our surveys.

2.5 Premises improvements

Having listened to the comments of our patients, a number of enhancements have been made to the practice premises to make it a more pleasant environment.

The waiting room televisions and air conditioning units have been upgraded, window boxes and hanging baskets have been installed on the exterior of the building, and the windows in the main reception and waiting areas have been dressed in coloured film.

If you are interested in joining our Patient Reference Group and / or Women's Group please leave your details with reception.