

Practice Profile

The Spitalfields Practice is located just off Brick Lane in E1 and serves the communities living in Spitalfields, Aldgate and parts of Whitechapel. We have plans to become a HUB teaching practice for undergraduate medical students during the coming year.

The practice has 5 GP Partners, 2 salaried GPs, a Nurse Practitioner, 2 Practice Nurses and 3 Health Care Assistants. The clinicians are supported by a team of administrative, clerical and managerial staff.

Our Practice list is currently open. Patients can book appointments for a consultation by telephone, online or by coming into the surgery. In addition to face-to-face consultations, we offer consultations by telephone.

Our current opening hours and consultation times are:

Monday	8am to 7.30pm
Tuesday	8am to 7.30pm
Wednesday	8am to 7.30pm
Thursday	8am to 7.30pm
Friday	8am to 6.30pm

Our telephone lines are open from 8.45am to 6.30pm.

The Practice website has useful information for our patients including how to register, making appointments, details of our staff team and particulars about the services we offer.

Practice demographics

Currently we have 13,110 patients registered with our Practice.

Summary of patient ethnicity profile

Ethnic Group	% of practice population
Asian (Bangladeshi, Indian & Pakistani)	43%
Black (Caribbean, Somali, African other & Other)	3%
Chinese	1%
Mixed (White/Black, White/Asian & Other)	1%
White (British, Irish & Other)	38%
Other	5%
Not stated	9%

Patient age profile

Gender	16 & under	17 - 24	25 -34	35 - 44	45 - 54	55 – 64	65 – 74	75 – 84	85 – 90	90+
Male	8%	6%	19%	10%	4%	3%	2%	1%	0.4%	0.04%
Female	8%	7%	17%	6%	3%	2%	2%	1%	0.5%	0.06%

Formation of our Patient Reference Group (PRG)

Our PRG was set up to give our patients the opportunity to have a say in the services that their surgery provides, including making suggestions for improvement and development of new services. This helps the practice ensure it remains responsive to the patient needs.

We embarked on a recruitment drive for members of the PRG in mid-2011.

We took two approaches to recruiting members:

(i) General

- This approach was aimed at appealing to any registered patient who was interested in joining
- Recruitment publicity is displayed around the Practice (posters, LED displays and leaflets)
- Patients were actively encouraged to join directly by, both, clinical and non-clinical staff
- New patients were encouraged to join directly at the time of registration

(ii) Targeted

- This approach was aimed at making sure we had representation that reflected our patient population
- We analysed our patient demographics (ethnicity, age and gender) to identify the make-up of our Practice population
- The results of the analysis were used to actively encourage patients from specific groups to join the group

We currently have 12 patients in the group with an average of 5 attending the PRG meetings. The group is largely representative of our demographic and includes patients of different ethnic backgrounds, ages and genders.

Efforts are ongoing to recruit more members so that we can increase attendance at the PRG meetings.

Patient Survey

At its meeting in February 2012, the Forum and Practice agreed that the key areas that should be covered by our first survey would involve a broad question and one that would relate to a more specific service:

- Overall satisfaction with the surgery (broad)
- Getting an appointment (specific)

Survey methodology

- An in-house paper questionnaire was used to collect feedback
- Questionnaires were available at the reception desk and in the waiting areas
- Patients were actively encouraged to complete the survey by, both, clinical and non-clinical staff
- Data was collected during March 2012

How we ensured our survey was credible

- We opted for a survey method that was suited to our patient population - the questionnaire was easy to understand and fill in and all members of the staff team that have contact with patients were proactive at encouraging patients to complete it
- We used 'closed questions' which ensured the respondents' answers were relevant to the agreed priorities
- Patients put their completed questionnaires in a sealed box in our reception area and were, therefore, comfortable in the knowledge that their responses were entirely anonymous

123 questionnaires were picked up by patients and 52 were returned completed (response rate: 42%)

Results

Q1: Overall are you happy with your GP surgery?

Yes	No
47 (90.38%)	5 (9.62%)

Q2: Are you happy with the appointment system?

Yes	No
42 (80.76%)	10 (19.24%)

These results were discussed at the Forum's meeting in April 2012, with the following points noted:

- The PRG was pleased to note that the majority of respondents were satisfied with the surgery and its appointments system
- An effort will be made to increase the number of respondents with our next survey
- There is a need to educate our patients about the appointment system, in particular:
 - Different types of appointments available (emergency, 48 hour, advanced booking, telephone consultation)
 - Appropriate use of appointments (e.g. what constitutes an emergency)
 - Methods by which an appointment can be booked (online, telephone, face-to-face)

Action plan arising from the survey's results

The PRG and Practice agreed the following actions:

- A leaflet educating patients about the appointment system will be produced and will be made available to patients in the surgery and given to new patients at the point of registration. It will also be made available on the practice website. It is aimed to get this done by 31st May 2012.
- A biannual newsletter for patients will be containing useful information for patients, including educative content, will be produced and will be available both in-house and online. It is aimed to get this done by 31st July 2012.
- Our next questionnaire will be made available on-line (survey monkey) as well as the in-house paper copy.

The Practice Team would like to thank the members of our Patient Reference Group for volunteering their time to attend meetings and for putting forward their ideas and opinions. We would also like to thank the patients who took the time to complete our questionnaire. We greatly value our patients' feedback.