

Principals:

Dr T John
Dr F Akingbala
Dr Freeha Ahmed

Practice Manager:

Rehana Meeajane



The Firs, Stephenson Road, Walthamstow, London, E17 7JT
Telephone: 020 8223 9840, Fax: 0208 521 1751
www.thefirs.org.uk

Assistant Doctor:

Dr N Hossain

Registrar:

Dr A Shaikh
Dr D Samuel

PRACTICE REPORT

The practice thanks all the patients who took part in the Practice Survey for 2104-2015. Your comments will enable us to continue to strive to improve your experience in the practice.

The PRG (Patient Reference Group) were informed by email of the changes that took place during the year. The feedback was satisfactory.

The following were implemented in the practice:

- Booking On Line for 4 weeks in advance.
 - Prescription request On Line
 - Partly Registration On Line (which means patients can register on line and the practice download the completed form and contact the patient for signature in the practice before they can see the nurse or a doctor.
-
- The practice has also enabled the SCR (Summary Care Record) where the patient will be able to see on what current or past/discontinued medication they are on and be able to see if they are allergic to anything. This can be accessed through the same password given by the practice for the on line access. If a patient does not want their data on line they can always opt out. There is a read code to use for those patients to stop this happening. The practice has to be informed.

 - The practice has also enabled the **FFT** (Friend and Family Test) on line. This is a survey that patient can either fill on line to gather patient feedback which will then be analysed by **'iWantGreatCare'**. This is similar than the survey we have been doing over the years. We are also giving patient hard copy when they visit the surgery and there is a box where they can put their completed survey in to analyse on a monthly basis These information are then passed on to NHS England.

 - The practice has performed an audit on the appointment system and has changed the way we book appointment.

1. We used to give on the day booking and we found out that it has been chaos for patients to queue for appointment on the phone and sometimes the phone is cut off automatically on them.
 2. Dr Ahmed has performed this audit and found out that it is more beneficial to our patient.
 3. We release 2 on line booking per doctor am and pm.
 4. We also release 4 pre bookable appointment 4 weeks in advance.
 5. We release another 4 pre bookable appointment every 2 days in advance
 6. The rest of the session is for emergency booking.
 7. This system seems to be working.
- We have also introduced a triage system whereby each day we have a doctor on call. Patient that could not get an appointment will be put on that doctor's list. That duty doctor will ring the patient at home and talk to them on the telephone. If the doctor feels the patient still need to be seen, the patient will then get booked with that doctor in his or her afternoon session. If it is not urgent, the patient will be booked for later date.
 - Also, patients over 75 should be accountable to a named GP. They are allocated under the partners (Drs T John, F Akingbala or F Ahmed). They will be able to see other doctors as well.
 - We are also doing a pilot for Bowel Cancer, offering to all men and women between ages 60 and 74 years old. They will receive a kit at home and we have been contacted them to encourage them to take the sample and send by it by post in the self-addressed envelope provided.

If you have any ideas that would be beneficial for patient care, I would be happy to look into it.

Rehana Meeajane
Practice Manager/Business Manager

25th March 2015