

# Earls Court H&W Centre

Patient Participation Group

October 2021

# Team

Clinical Team	
Dr Nandana Jayaram	Clinical Lead GP
Dr Tala Qusous	GP
Dr Farook Malik	GP
Sandy England	Practice Lead Nurse
Raji Kaur	Practice Nurse
Dhara Shah	Pharamcist
Louisa Robinson	Physician Associate
Hind Abdelmula	Trainee Nurse Associate

Admin Team	
Sarah Benge	Practice Manager
Nawaal Abdi	Receptionist
Lauren Chisholm	Administrator
Rosset Lopez	Administrator
Ahmad Mukith	Receptionist
Casey	Receptionist

# Our Challenges

**Moving Population:** *We have many patients who register on a short term basis and return home and we tend to find it difficult to reach them for many of our KPI targets*

**Action plan:**

- *At the point of registration we will enquire whether they will be returning home soon*
- *clinicians and admin to update their records as many tend to have the hotel they are residing at as their home address.*

## **Workforce recruitment and retention**

**Action plan:**

- *HR team support*
- *Widening recruitment areas*
- *Diversifying workforce and innovating our approach*
- *Staff engagement and benefits program*

## **Increased in need for mental health support for patient population**

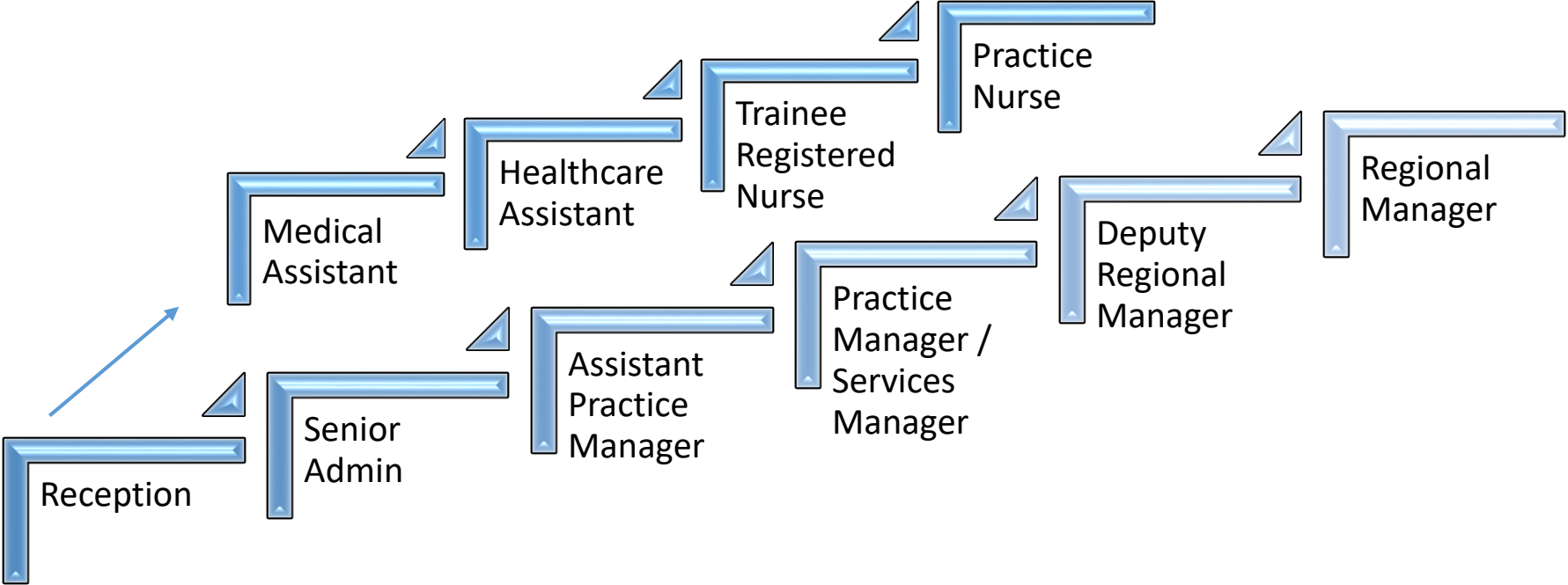
**Action plan:**

- *PCN funded project for Mental health liaison Nurse to run clinics on site for mental health patients*
- *Increased communications to staff to improve awareness of resources available*

Investing & Training our Staff

# Career Progression

We offer and support our admin staff to pursue these career pathways



# Prescribing Pharmacist

What can a Pharmacist do ?

- Sign Prescriptions
- Medication Reviews
- Minor Ailments eg Sore throat , nail infection ...etc
- Chronic Care Conditions eg Diabetes , Asthma ,Hypertension .
- Skin Conditions eg Eczema
- Contraception
- Mental Health
- MSK presentations



# Prescribing Pharmacist

What can a Pharmacist **NOT** do ?

- Children under 10 yrs old
- Abdominal Pain
- Dizziness
- Headaches
- Neurological presentations



# Physician Associate ( PA )

What Can a PA do ?

- Assessment and Management of Long term Conditions
- Minor illnesses
- Vaccinations
- Smears
- Home Visits





# Physician Associate ( PA )

What can they **NOT** do ?

- They Can not Prescribe
- Children under 5Yrs
- Palliative or Terminal Patients



# Trainee Nurse Associate

- 2 Years University Degree
- Supervised by an experienced Practice Nurse
- Trained on giving Childhood Imms and Cervical Smears

[www.westlondonpractice.co.uk](http://www.westlondonpractice.co.uk)

# West London Group Practices

Barlby Surgery | Earls Court Health and Wellbeing Centre | Kings Road Medical Centre

[Home](#) [New Patients](#) [Online Services](#) [Appointments](#) [Medications](#) [Self Care](#) [About Us](#) [Non-NHS Services](#)

Home / Contact Us

Barlby Surgery

Earls Court Health & Wellbeing  
Centre

Kings Road Medical Centre

**Earls Court Health & Wellbeing Centre**  
2b Hogarth Road, London, SW5 OPT

## Opening Timings

<b>Monday</b>	8:00am - 6:30pm
<b>Tuesday</b>	8:00am - 6:30pm
<b>Wednesday</b>	8:00am - 6:30pm
<b>Thursday</b>	8:00am - 6:30pm
<b>Friday</b>	8:00am - 6:30pm
<b>Saturday</b>	9:00am - 1:00pm
<b>Sunday</b>	Closed

## Telephone

020 7052 7540



## Email address

wlccg.ech@nhs.net



# Telephone System

- New Xon System
- Telephone Wall Dashboard
- Increase recruitment and staff training
- Calling back dropped calls
- Introducing call back option






# Patient Improvement

# Child Immunisations

## Earls Court vs West London CCG, London, England Q1-Q4 2020/2021

Childhood Immunisation GOV DATA	Earls Court	West London CCG	London	England
The percentage of children aged 1 who have completed a primary course of immunisation for Diphtheria, Tetanus, Polio, Pertussis, Haemophilus influenza type b (Hib), Hepatitis B (Hep B) ((i.e. three doses of DTaP/IPV/Hib/HepB)	87.18%	82.98%	86.90%	92.00%
The percentage of children aged 2 who have received their booster immunisation for Pneumococcal infection (i.e. received Pneumococcal booster) (PCV booster)	89.19%	75.47%	83.30%	91.23%
The percentage of children aged 2 who have received their immunisation for Haemophilus influenza type b (Hib) and Meningitis C (MenC) (i.e. received Hib/MenC booster)	91.90%	77.53%	83.30%	90.32%
The percentage of children aged 2 who have received immunisation for measles, mumps and rubella (one dose of MMR)	91.90%	78.25%	83.30%	90.32%
The percentage of children aged 5 who have received immunisation for measles, mumps and rubella ( 2 dose of MMR)	90.18%	66.36%	74.80%	86.67%

	Above 90% minimum
	Below 90% minimum
	Below 80% uptake

When analysing the data, it is important to give context locally.

We out performed West London CCG and London average in all 5 indicators

We out performed England average in 3 out of 5 indicators



# Medicines Safety



# Cervical Cancer Screening

[Return to contents](#)

**Step 1 - Select Age Group**

25\_49 **50\_64**

**Step 2 - Select CCG (Optional)**

NHS WEST LONDON CCG

**Step 3 - Select GP Practice by searching name or code**

earl

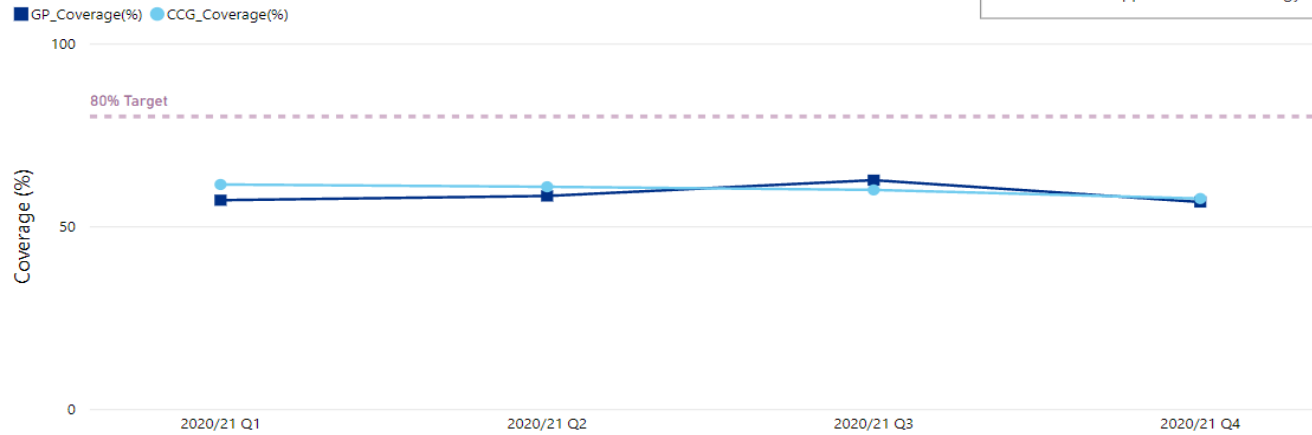
- EARLS COURT MEDICAL CENTRE (...)
- EARLS COURT SURGERY, (E87750)
- HEALTH AND WELLBEING EARLS C...

**Date Range (Selection Optional)**

4/1/2020 3/31/2021

## GP Practice - Time Series Data

### GP Practice and CCG Coverage, by Quarter

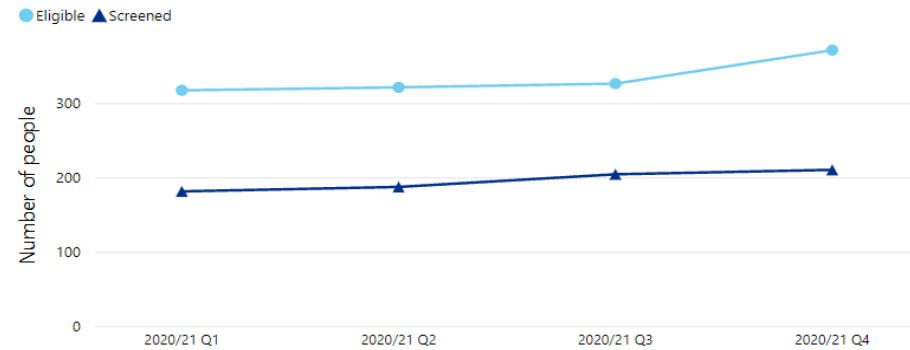


**Suppression Note:**

Blank data or breaks in the line charts indicate data have been suppressed due to small numbers. See Pg3 for more detail on suppression methodology

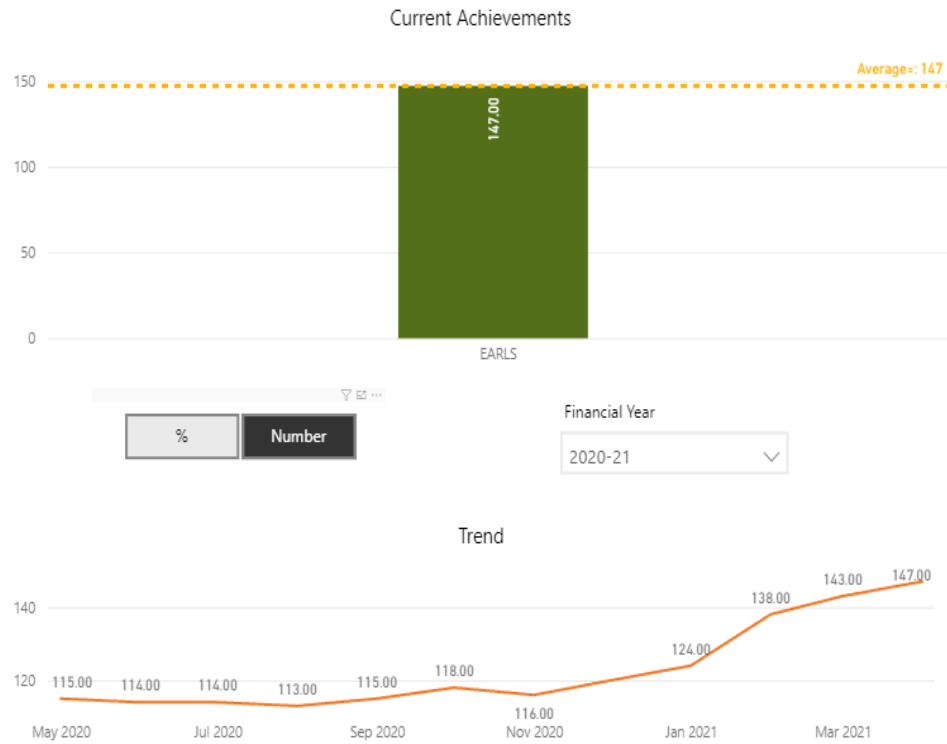
GP Practice Code	<b>Y03441</b>
GP Practice Name	HEALTH AND WELLBEING EARLS COURT
CCG Name	NHS WEST LONDON CCG
Region/STP Name	NORTH WEST LONDON HEALTH & CARE PARTNERSHIP (STP)

### Eligible and Screened Population of GP Practice, by Quarter

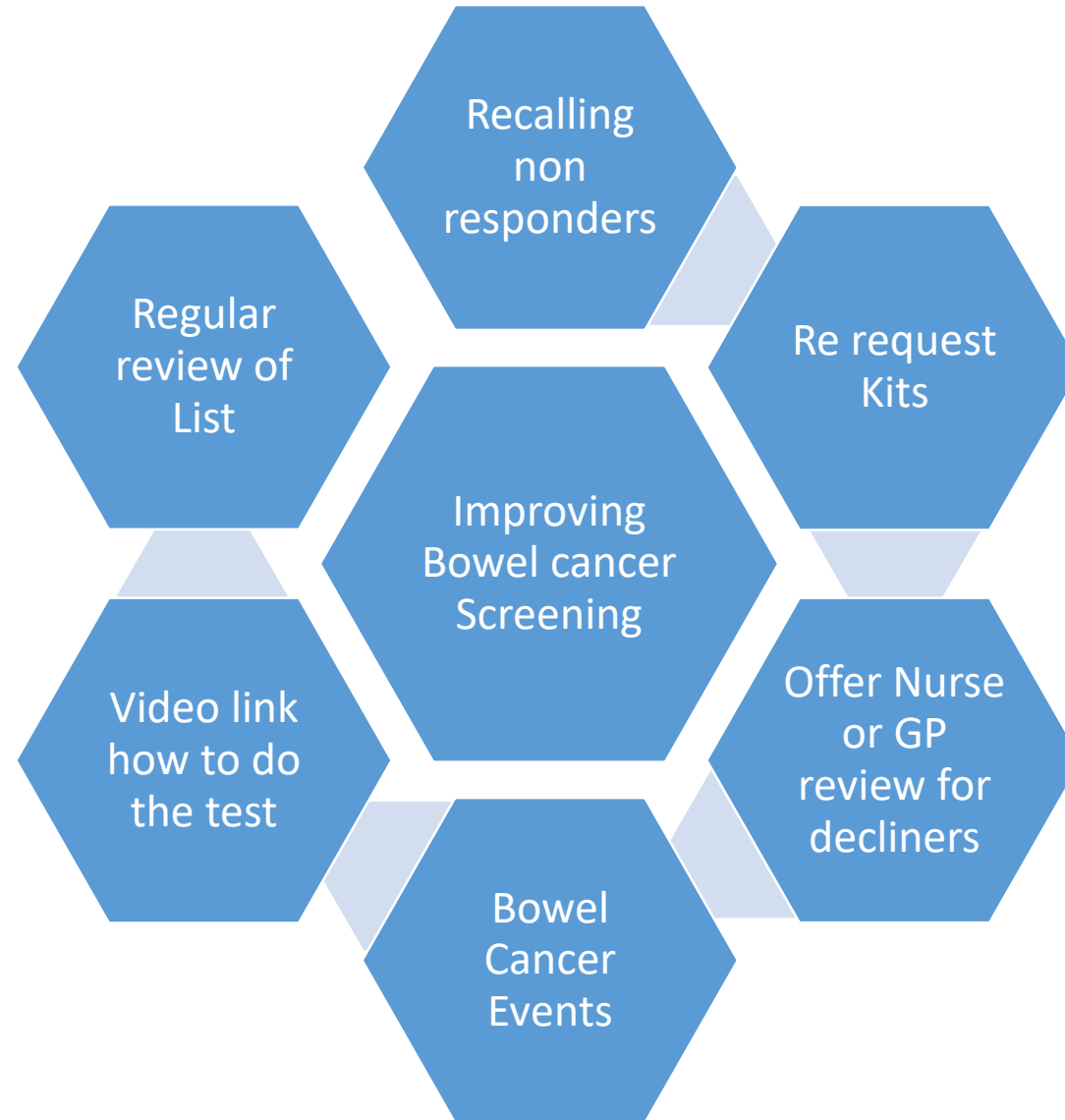


# Bowel Cancer Screening

## DEBW2 - (Bowel Cancer Screening Coverage L2.5Y) (Number Value)



Screening Centre	No of weeks behind
St Georges	-11
North East	-15
Barking and Havering	-17
University College London	-16
Kings	-14
West London	-17
St Mark's	-11
South East London	-16

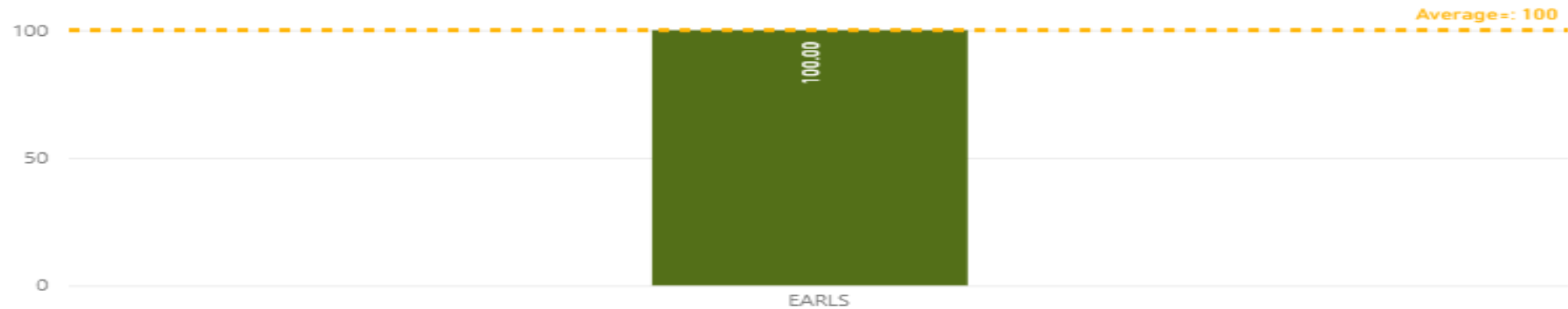


# Learning Disability



## LD001 - (LD Patients 14+yrs received health check DES this FY) (% Value)

### Current Achievements

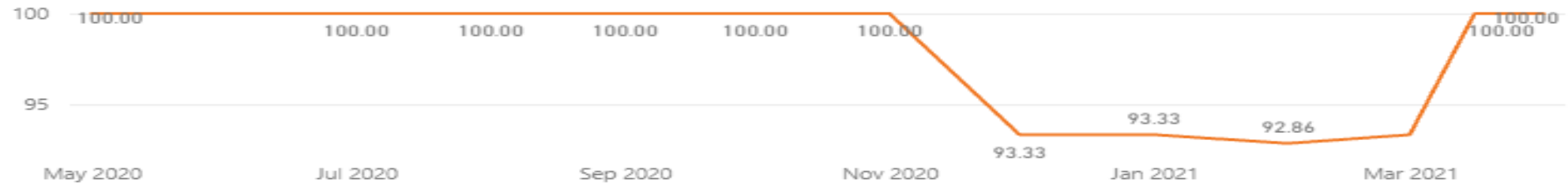


%  Number

Financial Year

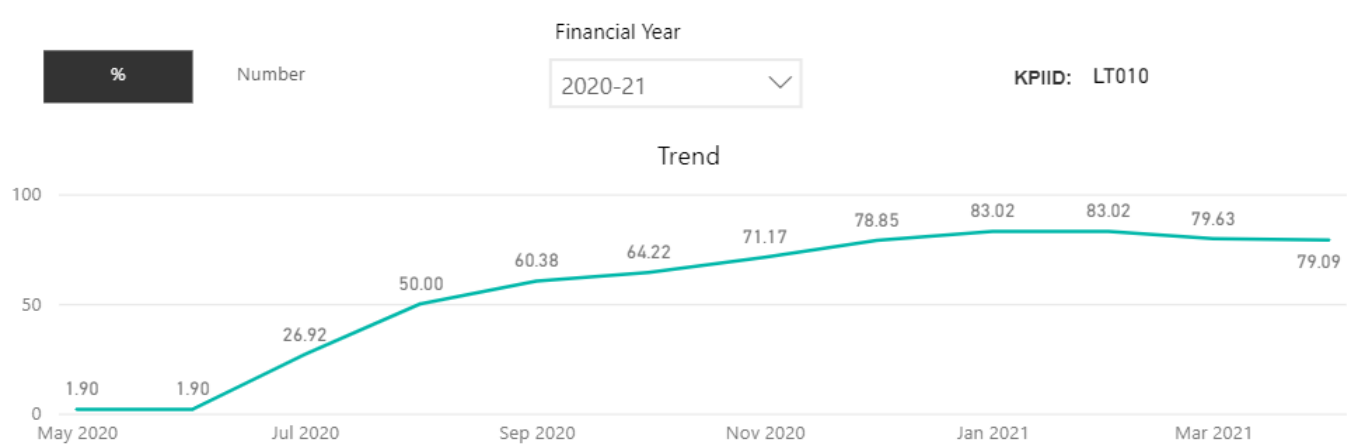
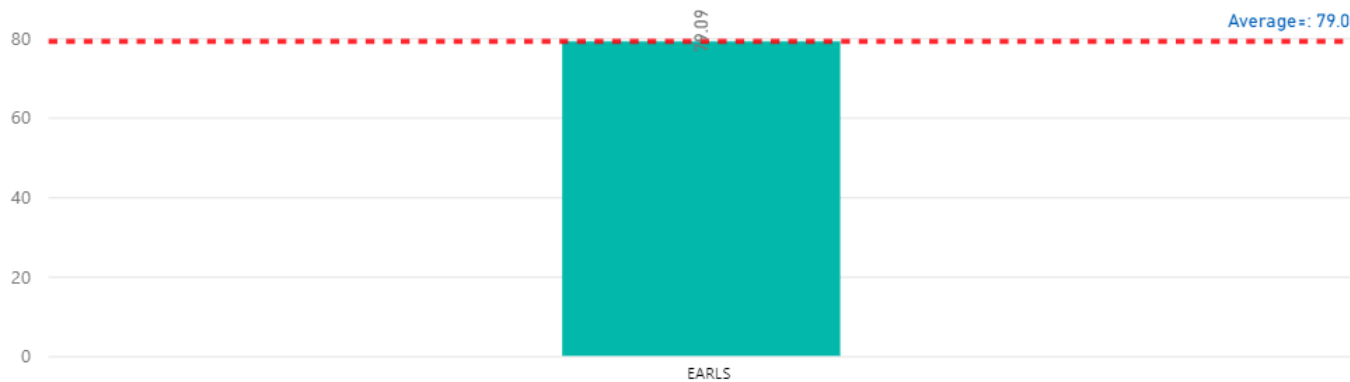
2020-21

### Trend



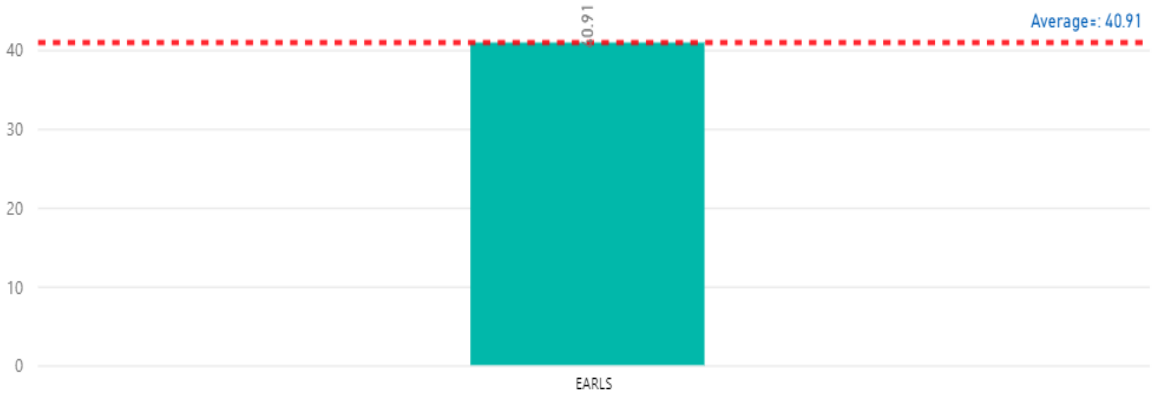
# Diabetes Improvement Project

# 8CP completed (% Value)



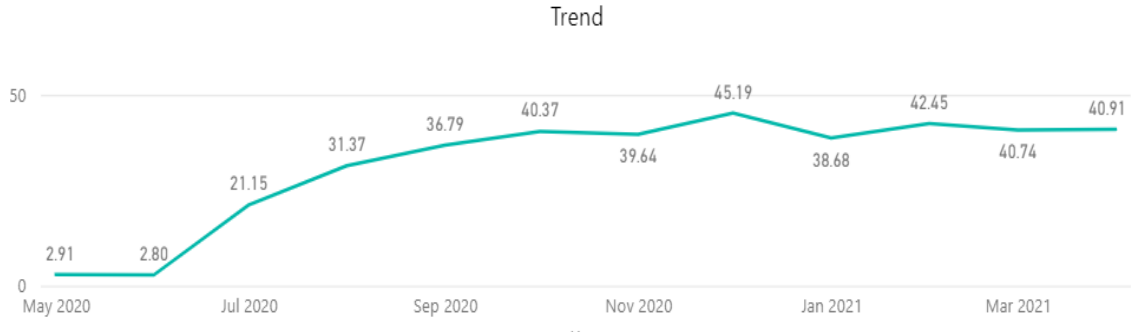
- BMI
- Hba1c
- Cholesterol
- Renal Function test
- Foot Checks
- Smoking
- Urine microalbumin
- Blood pressure

# Triple Target Hba1c- BP- Cholesterol (% Value)



- Cholesterol < 5mmol/L
- BP < 140/80
- HBA1C < 58

%     Number    Financial Year:     KPIID: X0Z4H



# Patient Experience

# GP Patient Survey 2021

Results from the 2021 survey 

[Provide feedback on this website](#)


Health And Wellbeing Centre, Earls Court  
2B Hogarth Road, Earls Court, SW5 0PT


Practice  
overview


Patient  
experience

Compare  
practice 


## Where patient experience **is best**


 **84%** of respondents say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)  
Local (CCG) average: 70% | National average: 74%


 **73%** of respondents are satisfied with the general practice appointment times available  
Local (CCG) average: 68% | National average: 67%

 **75%** of respondents were offered a choice of appointment when they last tried to make a general practice appointment  
Local (CCG) average: 73% | National average: 69%

## Where patient experience **could improve**

 **20%** of respondents usually get to see or speak to their preferred GP when they would like to  
Local (CCG) average: 44% | National average: 45%

 **76%** of respondents say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment  
Local (CCG) average: 86% | National average: 88%

 **79%** of respondents say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment  
Local (CCG) average: 88% | National average: 89%

Comparisons to the local (CCG) or national average may not be statistically significant.



**496**  
Surveys sent out



**76**  
Surveys sent back



**15%**  
Completion rate

**Patient Feedback:** 69% find it easy to get through to this GP practice by phone  
CCG average: 73%

**Internal GP Survey showed:** 76% % found it easy to get through to this GP practice by phone

**Actions:** New telephony system in place to enhance call monitoring - Review telephone statistics to see calls answered, dropped and missed. Use the analysis to form trends then build rotas and predict when to engage an overflow system to our support centre. Increase training with reception teams to handle calls effectively and efficiently.

**Patient Feedback:** 89% were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment  
CCG average: 90%

**Internal GP Survey showed:** 96% said they were involved in decisions about their care and treatment during their last general practice appointment

**Actions:** Review and audit of consultations being made by GP's. This is to ensure that the correct process for each patient is in place, and that they are making informed decisions for their treatment plans. Weekly clinical meetings to discuss and guide on issues, concerns or changes.

**Patient Feedback:** 20% usually get to see or speak to their preferred GP when they would like to. CCG average: 44%

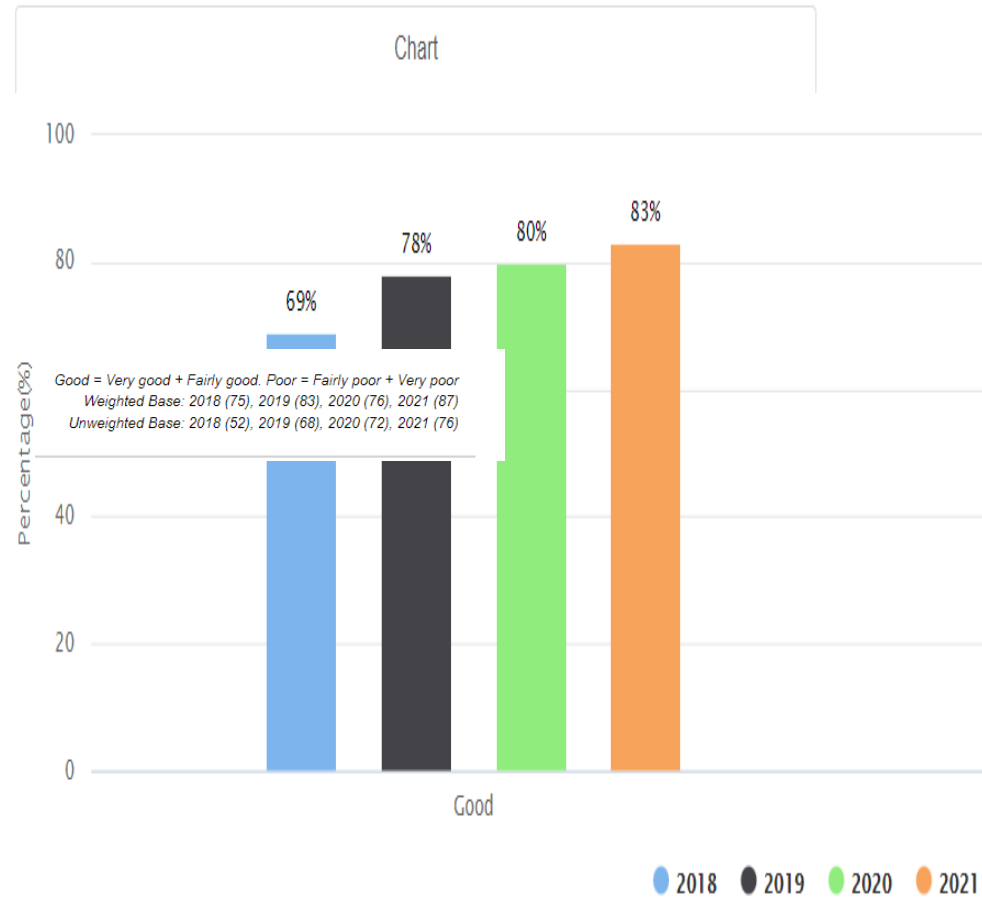
**Internal GP Survey showed:** 75% said they usually get to see or speak to their preferred GP

**Actions:** Provide the practice with adequate GP cover – according to list size. Ensure there are salaried GPs with regular sessions to provide patient continuity of care. This also allows patients to be booked in with a named GP, should they wish.

## Q30. Overall, how would you describe your experience of your GP practice?

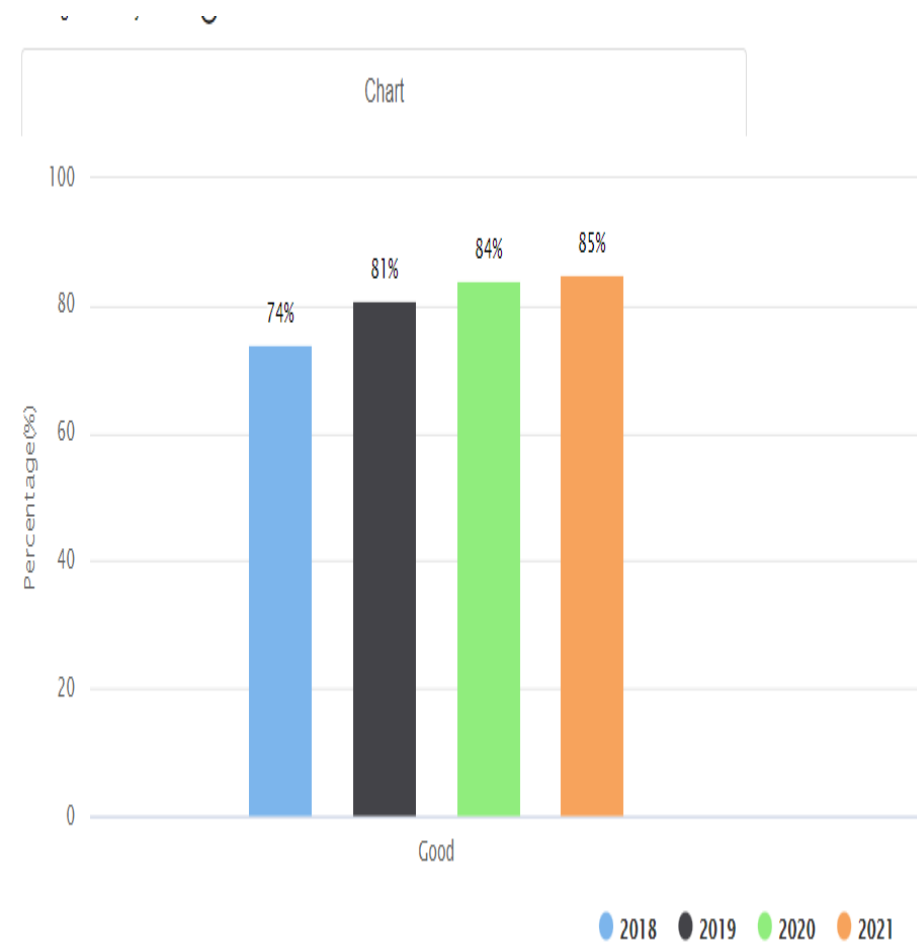
All patients

Showing summary results [?](#)



## Q25a. Last time you had a general practice appointment, how good was the healthcare professional at giving you enough time?

All patients who had an appointment since being registered with current GP practice, excluding doesn't apply

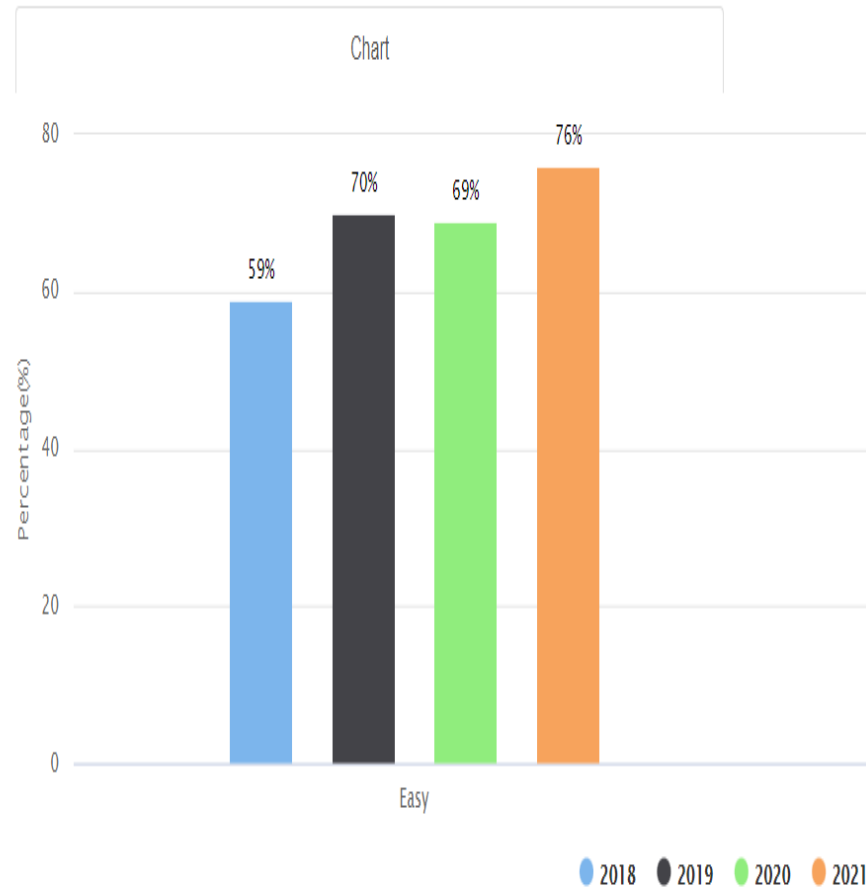




## Q4. How easy is it to use your GP practice's website to look for information or access services?

All patients excluding haven't tried

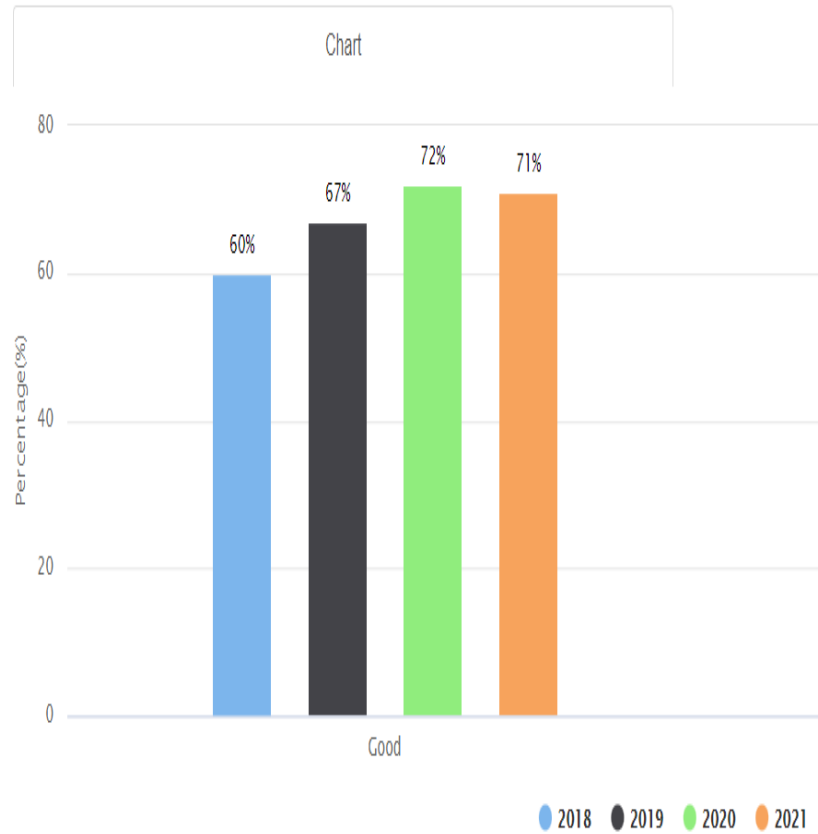
Showing summary results (?)



**Q20. Overall, how would you describe your experience of making an appointment?**

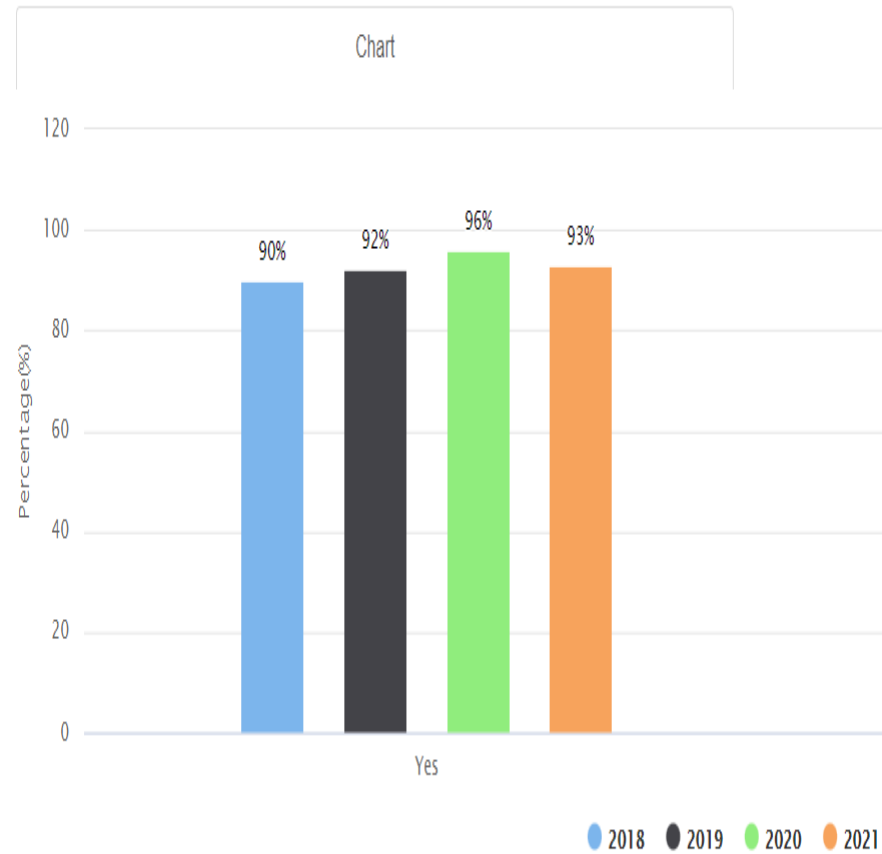
All patients excluding those who have not tried to make an appointment since being registered

Showing summary results (?)



**Q28. During your last general practice appointment, did you have confidence and trust in the healthcare professional you saw or spoke to?**

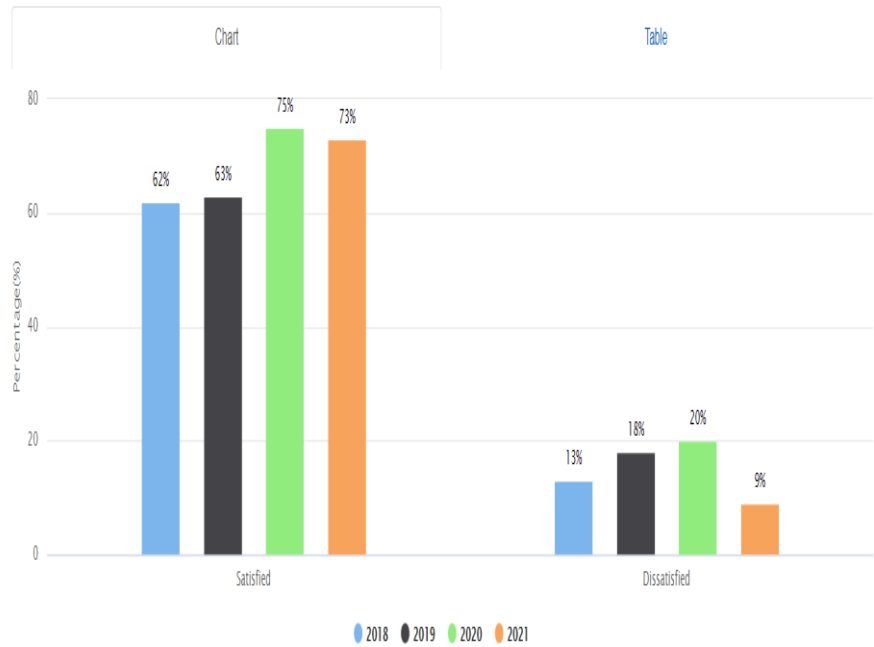
All patients who had an appointment since being registered with current GP practice, excluding don't know / can't say



**Q6. How satisfied are you with the general practice appointment times that are available to you?**

All patients excluding not sure

Showing summary results [?](#)



Satisfied = Very satisfied + Fairly satisfied. Dissatisfied = Fairly dissatisfied + Very dissatisfied

Weighted Base: 2018 (74), 2019 (79), 2020 (70), 2021 (82)

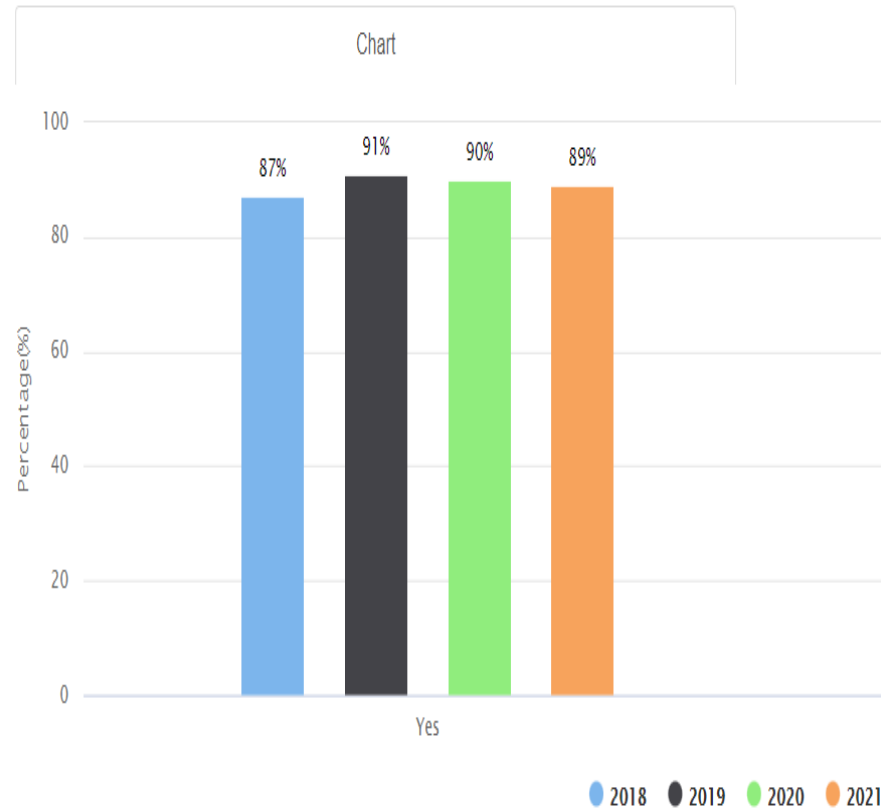
Unweighted Base: 2018 (50), 2019 (64), 2020 (68), 2021 (71)

Excluding those who said "I'm not sure when I can get an appointment" (weighted): 2018 (1), 2019 (2), 2020 (3), 2021 (4)

**Q29. Thinking about the reason for your last general practice appointment, were your needs met?**

All patients who had an appointment since being registered with current GP practice, excluding don't know / can't say

Showing summary results [?](#)



# Google Reviews

## Earl's Court Health and Wellbeing Centre

2b Hogarth Rd, London

4.5  201 reviews 



**Rodrigo Favoni**

1 review

★★★★★ 3 days ago **NEW**

I had my first GP consultation at this place and I'm amazed on how nurse Hind took care of me and quickly supported me in all my requests. Amazing treatment. I would give her and this GP a 10 star if I could. Impressive! ;)

Like

**Response from the owner** 3 days ago

Dear Rodrigo  
Thank you for your lovely words and 5 star review for the practice.  
We are grateful that your experience has been amazing with the team  
I will feed this back  
Have a lovely weekend  
Regards  
Sarah Benga  
Practice Manager



**Lamyae Mounadi**

1 review

★★★★★ a week ago **NEW**

First time for me to come here and I found someone who spoke to me in Arabic explained why I'm having a blood test. Hind listened to me and made me feel comfortable and I felt an immediate connection with her as my health care provider. I will always ask for Hind.

1

**Response from the owner** a week ago

Dear Lamyae  
Thank you so much for the lovely words and 5 star review for Earls Court and our Hind. We are grateful that you had a positive experience with us and I will feedback to the team  
Stay safe and have a lovely day



**Marion Deans**

1 review

★★★★★ 2 weeks ago **NEW**

I have visited Hind twice now for a blood test and a NHS health check. Each time I have left the appointment feeling so upbeat. She is very professional yet friendly and such a warm kind person. Every practice should have a Hind!!!

Like

## covid jab

★★★★★ out of 5

by Gwdodwell - Posted on 25 March 2021

Had my second covid jab. today and was so pleased with my reception,from the staff on the door to doctors and nurses.The whole experience was very well organised,congratulations to everyone.Many thanks,Graham Dodwell.

## Brilliant organisation

★★★★★ out of 5

by L Carr - Posted on 14 March 2021

I was so impressed with the organisation of the surgery when I went to have my covid jab. I have long covid and was so relieved I didn't have to stand and wait long. The whole atmosphere was good so much so that when I go back for my second jab I am going to enquire regarding transfer to the surgery. Thank you all for the service you are offering.

## Great practice

★★★★★ out of 5

by V. N. - Posted on 12 May 2021

I had my second Covid vaccine this afternoon . Everyone and I mean every single person helping with it , were very nice , extremely helpful and I had very good experience , good atmosphere , which cheered me up .

Visited May 2021

## Vaccination

★★★★★ out of 5

by Fabio - Posted on 06 March 2021

Great staff helpful kind precise spending their days helping population in these difficult days. Thanks well done guys.  
Fabio

## Staff efficiency..

★★★★★ out of 5

by Anonymous - Posted on 24 February 2021

I have been visited gp two days ago for my blood test n ecg.and the staff who see me was Hind she was so cooperative, loving lady.I am really impressed by her simplicity and the way which she treated me.i specially post for her.

Give her 5 stars 🌟😊...

## model of excellence

★★★★★ out of 5

by Anonymous - Posted on 21 April 2021

Looking back on the vaccination experience.The organisation and execution of our covid injection was as good as it could possibly get.From arrival at the queue to leaving .the process was a model of caring efficiency.Without exception the staff were attentive and ...good humoured and reassuring.

Visited March 2021

# COVID HUB

# COVID HUB

23<sup>rd</sup> Dec 2019

Staff &  
Volunteers



> 50,000

Meticulous  
Planning

> 1,000 in one day !



Any Questions ?

