



**City Wellbeing Practice**  
**129 Cannon Street Road**  
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## **City Wellbeing Practice**

### **Patient Group Forum Report**

#### **Introduction**

City Wellbeing Practice is a well established urban NHS GP surgery in Tower Hamlets, it has been located at Tower Hamlets in one form or another since 1974. It has a multi ethnic population which is highly changeable.

The current patient list is 7200 and the practice utilizes its limited resources well. Currently our staff complement is 4 GP partners a Practice Nurse, Practice Manager, Senior HCA, Practice Administrator and 4 Receptionists. We also provide the services of a Psychiatrist, Health Visitor, Midwife, and Specialist Nurses at the surgery.

#### **Engagement**

Patient engagement at the practice started officially in 2008. Historically while patients have voiced an interest in participation we have never achieved great attendance levels. Efforts to change this have included:

1. Invitations mailed out
2. Announcements on our LED Board
3. Posters in the waiting room
4. Verbal invitations to patients.

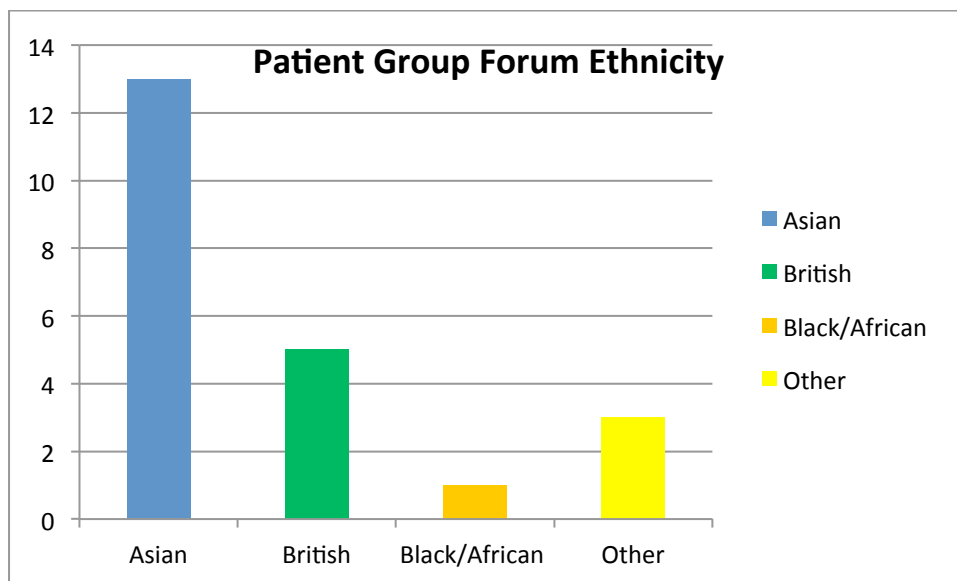
This tactic has only ever resulted in attendance being 2-6 patients at meetings a maximum of 0.08% of our list size. We have asked a few patients why they don't attend and they have replied mostly that they are satisfied with the service that they receive from the practice, we have also invited other patients with complaints to give more feedback and suggestions regarding their queries and they have not turned up either.

Currently the patient Group Forum is made up of a core group of 22 patients that represent the patient list. These patients attend meetings or have at one time or other expressed interest in the group



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Figure 1  
Ethnicity of core Patient Group



### Content

The group meeting agenda's have concentrated mainly on

- Patient feedback/suggestions
- Practice updates
- Service updates
- NHS White paper updates (recently)

The meetings are a forum where patients can attend and give feedback and suggestions about issues that affect them as well as where they will hear and be able to discuss current issues affecting the NHS and changes that will affect them due to these changes. The practice recently re-launched the forum with the election of members, and we now have a very active Chairperson who is very helpful to the practice.

At the onset of the patient group forum the participants decided with the practice what issues they felt was important and a survey was created to reflect this choice. Recently due to patient request the survey was streamlined to encourage them to participate. The review had the desired effect and more patients complete the form



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while waiting in the reception. A compilation of data from these surveys is seen in figures 2-5

Figure 2

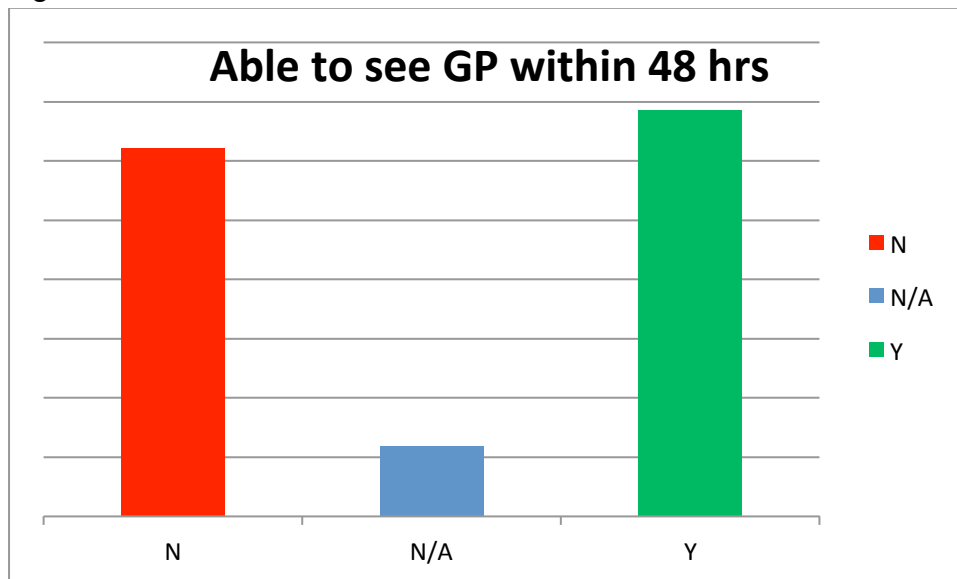
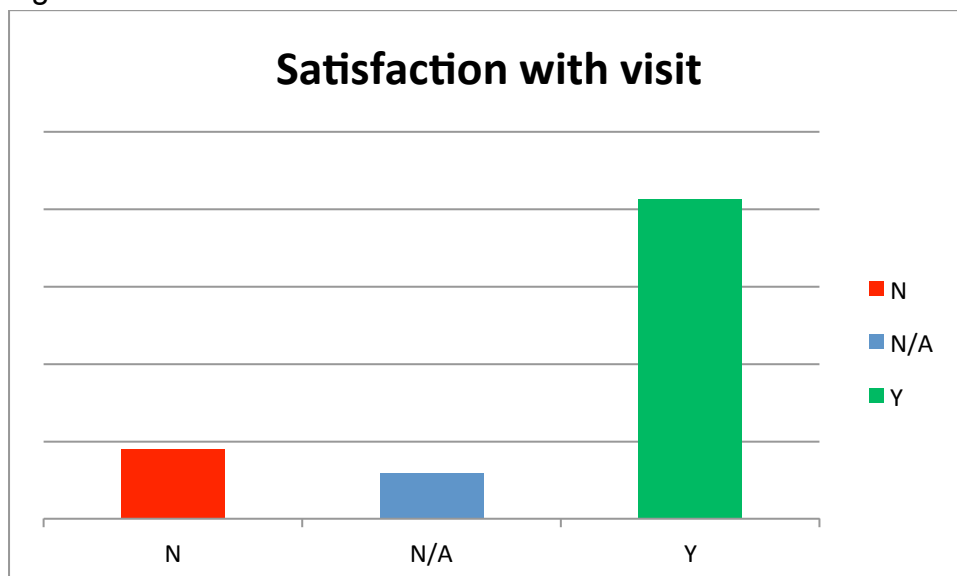


Figure 3





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Figure 4

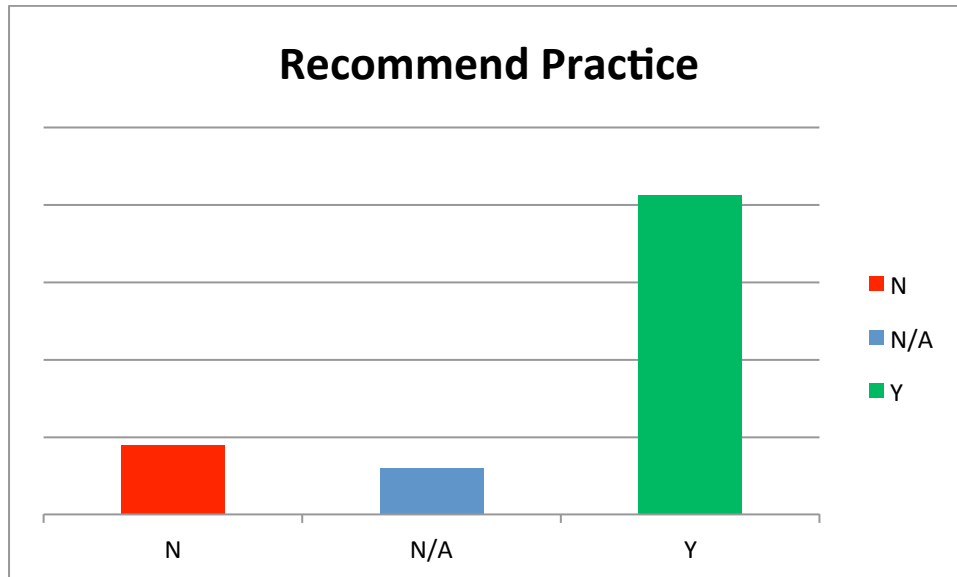
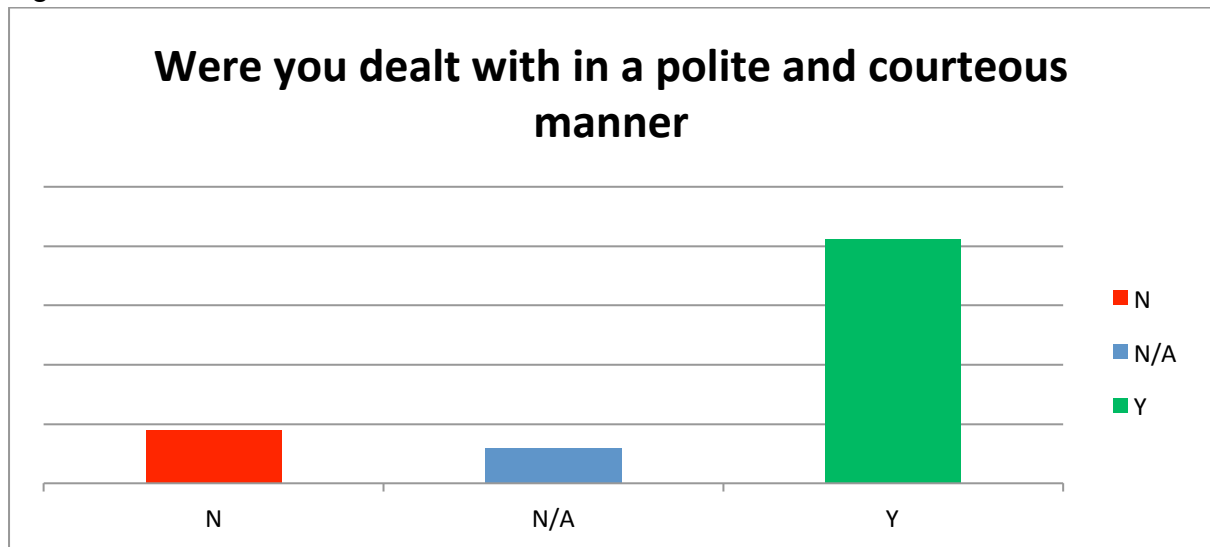


Figure 5





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The survey form also has a box for free text where patients can give feedback on any issues if they wish to. The break down shown in table 1, is an indication of the most common topics that our patients commented on.

Table 1

Topic	Positive comment	Negative comment
Clinicians	75%	25%
Receptionists	75%	25%
Premises	40%	60%
Overall service	100%	0%
Appointments	5%	95%

The practice endeavors to provide a high quality service of care in line with its resources.

#### Appointments:

Our current premises restrain the number of appointments available at the surgery due to the limited number of consulting rooms. The Practice also experienced a 23% rise in the number of patients on the list in the last 15 months this has resulted in a lower availability of appointments, in addition a large number of patients book appointments and do not attend (DNA), these issues have resulted in the high patient dissatisfaction with our appointment system. Our patient list is currently closed on a temporary basis to immediately address this situation but we are looking for a more permanent solution.

#### Conclusion

Benefits from the forum have been that patients who attend are better informed about the practice and some of the decisions made and this helps reduce complaints and other queries. There is a mutual relationship formed where the patient feels more confident about giving feedback as well as a sense of ownership of the practice. Good suggestions from patients can be implemented to the benefit of all.

The practice will continue in its efforts to create a strong valid Patient Group Forum. We will continue to think of innovative ideas to encourage larger attendance and engagement of our patients. Some suggestions have been to create a virtual forum like a blog; but this will be for the busier more computer confident patients so we may end up with multiple patient groups resources allowing.