

Island Health

Patient Participation Group Meeting

1/12/2020



Island Health

PARTNERS

- Dr Ayhan Mustafa
- Dr Toby Longwill
- Dr Jenny Barnes
- Dr Lucy Cannon
- Dr Sonal Shah
- Dr Matthew Noble
- Dr Katarzyna Kizilates

Practice Managers

- Stacey Franks
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Practice population Approx 12,200 patients.

Since our last meeting....

- We have installed a new buzzer system to allow patients to safely enter the building and prevent overcrowding.
- Patients are now able to wait for their appointment in the waiting room.
- We have continued to offer a full service with a combination of telephone consultations, video consultations, econsults and face to face appointments
- We have continued to offer blood tests for our vulnerable patients.
- We do see patients with Covid symptoms 'hot patients' and have developed a safe system to protect staff and other patients.

Since our last meeting....

- We have 2 new regular doctors in our team, making a total of 7 partners and 6 salaried GPs.
- We have added a in house Physiotherapist to our team. He is here Tuesdays and Fridays and offers telephone appointments, video consults and face to face appointments.
- We have 2 new health coaches that will offer support around weight management, healthy lifestyles and stress management.

Changes in the layout of the practice

- We now have a new one way system in the practice.



Total Appointments 2019 vs 2020

• Sept 2019-Nov 2019 **13,778 Total consultations**

- Average 1,072 per week
- 1,124 appointment per 1,000 patients

• Sept 2019-Nov 2019 **15,417 Total Consultations**

- Average 1,199 per week
- 1,285 appointment per 1,000 patient

THIS IS A 12% INCREASE IN THE LAST YEAR

Compared to 2019

127 more appointments per week

During Sept-Nov 2020:

- 8,372 Booked appointments, averaging 905/week
- 6,211 Total appointments that could be booked on the same day
- 483 appointments per week that can be booked on the day

Doctors handle between 150-170 consultations a day and respond to the majority of these within **48 hours**.



FLU INJECTIONS

- We received our flu injections in October
- Since then we have offered 7 Saturday Flu clinics.
- We have vaccinated **61% of patients** who are eligible for Flu imms
- We have vaccinated **67% of Patients >65 years old**

Our Nursing and Admin team will continue to offer flu imms throughout the winter, to those that are eligible depending on availability of the vaccine

NHS CHOICES REVIEWS

- We have had **10 reviews** since changing to E-consults.
- Of these 9 have been positive,
 - with **78% being 5 Star and 22% being 4 star.**
- *I submitted the e consultation form late afternoon and got a call back from the GP early the next morning with several tests quickly arranged.*
- Anonymous

- ***It's been about a year since my family started to access the service of Island Health-NHS. So far, the experience has been very good. The staff are professional, helpful and friendly. We got a doctor phone consultation, had to visit the GP during the pandemic and the services remain good.***
- ***Anonymous***

- ***Helpful, friendly staff***
- ***I've never had an issue with Island Health. This is the second time I've needed them whilst the pandemic has been going on and have found them to be really helpful and accomodating and they have great Covid19 procedures in place. Thank you!***

- ***I have had nothing but first class professionalism from the GPs here. Like all NHS surgeries it can be difficult to get an appointment but once you are seen, the Doctors are good at getting to the root cause of the issue quickly and are then able to talk you through any options or the best course of action with humanity. I'm grateful for the service of the surgery, it's location and the NHS as a whole.***
- Anon

Negative review

- **Challenging front of house staff**
- **★ out of 5**
- *Rated 1 stars out of 5*
- *by Anonymous - Posted on 18 November 2020*
- *Staff say they understand but they don't. Being told to wait 2 weeks for an appointment is not good enough. The pandemic is being used as the excuse but its been like this for 18 months with this practice. Staff aren't empathetic, no attention to detail and have left me and my family in tears. Have had to go private which we cant afford but have had no choice. As a tax payer i thought seeing a NHS GP was available to us, not at this practice.*

Practice response to the above:

We value all feedback from patients as it allows us to continually improve the service we provide. However in the above instance, it is difficult to respond to individual issues without knowing the full facts and as the review is anonymous we can investigate the matter further. Econsults has meant that patients receive contact from a doctor within 48 hours of them submitting their consultation.

Future Plans...

- Group Consultations for chronic disease management
- Health coaches offering regular sessions for lifestyle related issues
- A new pharmacist to join our team
- Supporting the delivery of the Covid Vaccine when it becomes available
- To develop a community network of volunteers to support residents on the Isle of dogs.

Thank You
Any questions?