STRATFORD HEALTH CENTRETHE FOREST PRACTICE

Patient Update January 2023

Introduction from Dr Anil Shah

Primary Care continues to be challenging. Winter Pressures have been more significant than ever – We are learning to live with Covid - but did not anticipate a London wide Polio Booster campaign from September to December 2022 impacting on our Nursing capacity.

We have had a successful flu vaccination programme and delivered ahead of last year and above the Newham Borough average across most of the key Patient Cohorts.

Clinical recruitment and retention is harder than ever – higher wages, flexible and remote working requests presenting a constant challenge.

The costs of living crisis is evident for all of us and our Practice cost base has been significantly impacted by inflationary wage increases, energy costs and an ever increasing supplier cost base.

Our Primary Care Network has seen continued success and the wider team will continue to grow throughout 2023 -2024

We wanted to provide you an update on a few key areas:

Winter Flu Campaign

Appointment Growth

Community Pharmacy Consultation Service

Our Social Prescribing Service (PCN based)

Patient Population Growth (SHC)

Clinical Team

National GP Patient Survey

Primary Care Network

Winter Flu Campaign 2022-23

Across our 2 Practices, we have vaccinated circa 30% more Patients in Practices versus last year.

In total 950 Patients at SHC and 1,243 Patients at TFP (data up to 16.01.2023)

In a number of key patient cohorts, we have tracked ahead of Newham Average

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| Cohort  | Newham  | SHC  | TFP  |
| Over 65’s  | 60.7%  | 64.1%  | 64.5%  |
| Care Home  | 62.0%  | n/a  | 66.7%  |
| Housebnd  | 68.2%  | 76.7%  | 64.6%  |
| Pregnant  | 43.5%  | 66.7%  | 66.7%  |
| 2-3 Yrs  | 42.86%  | 66.7%  | 66.7%  |
| 18-49 yrs  | 35.7%  | 34.9%  | 35.2%  |

RECORD FLU CLINIC

Day 1 of our Flu Clinic achieved 563 vaccines in 1 day at TFP and 397 at SHC -960 in total in just 2 days – a Practice record!

More Appointment being offered

9224 more appointments given in the last 12 months November 2021 to October 2022

177 extra appointments a week

Nationally, Data is now available across every GP Practice to show number of appointments, types of appointments and variances versus previous year and previous 2 years.

Community Pharmacy Consultation Service

This Referral service was introduced nationally from 1st April 2022 as a way of supporting Patient Access and allowing Practices to directly refer Patients to their nominated pharmacy for more minor acute conditions.

We officially launched the service from 1st June 2022 (3 months later than the national launch), however, in this time, we are one of the best performing PCN’s across the whole of North East London (comprising 47 PCN’s and over 280 GP Practices)

In 6 months, our Practices had already exceed their annual targets by 100%.

Essentially, this has increased Patient Access with appointments freed up for more complex needs.

Community Pharmacy Consultation Service

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| Data from 1st June 2022 to 22nd January 2023 Practice  | Number of Pharmacy Referrals June1st 22 to Jan 22nd 2023  | Equivalent GP sessions (1 session = 18 appointments)  |
| Stratford Health Centre  | 599 Referrals  | 33.3 GP Sessions  |
| The Forest Practice  | 655 Referrals  | 36.4 GP Sessions  |
| TOTAL  | 1254 Referrals  | 70 GP Sessions  |

Patient Population Growth

Whilst we often see a transient patient population in this area with many patients registering and deregistering on a weekly basis – Stratford is experiencing a significant patient population increase.

This adds significant additional pressure both from and Administration and clinical perspective.

For 2022 alone, we have calculated at least one time additional Part time administrator working 25 hours per week was needed to handle the associated workload.

For 2022, SHC saw net growth of 1,000 Patients.

Our Clinical Team

OUR PRACTICE HEALTHCARE TEAM

1 GP Partner

1 Salaried GP

10 Locum GP’s

2 Clinical Practitioners

7 Physician Associates

1 Clinical Pharmacist

3 Practice Nurses

4 Healthcare Assistants

We are in discussions with a Salaried GP who may be able to offer 6-9 clinical sessions per week

National GP Patient Survey – we bucked the trend!

¾ of our patients rate their overall experience as ‘GOOD’.

Stratford Health Centre was 75%

The Forest Practice was 76%

NEL Average was 66% | National Average 72%. We exceeded these.

The Forest Practices was ahead of the NEL average in every indicator – a fantastic achievement.

We now have a PCN Team comprising

5 Physician Associates

5 Social Prescribers

1 Care Coordinator

1 Paramedic

1 Clinical Pharmacist

1 Mental Health Nurse

From April 2023 the Plans are + 3 Physician Associates | +1 Physio |+ 1 Paramedic

A few other ‘Practice Headlines’

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| COST OF LIVING Utilities circa 250% increase in Billing this year Already had notification of a 300% increase in Gas and 100% increase in Electricity Bills in 2023-24 @TFP  |
| ENVIRONMENTAL ENHANCEMENTS £30k investment at SHC – upgrading sinks, new flooring, redecoration of some rooms, new boiler Additional £30k investment required and will seeking funding support if available  |
| NATIONAL LIVING WAGE Increases by 10% from April 1st 2023 – we already pay circa 3% ahead of minimum wage and foreast an additional £25k minimum payroll spend to ensure we continue this gap for our Admin Team  |
| TEAM EVENT 2022 We held our annual team event in November’22 and achieved our best ever turnaout of 40 Staff. It was also great to have a member for each of our PPG team attend. This was an opportunity to review ‘how we are doing’, ‘celebrate successes’ and focus on the agenda for the year ahead.  |
| THE ‘DAY JOB’ 59,954 clinical appointments given75,200 telephone call in |40,000 calls out40,500 lab reports processed52,000 clinical documents processed65,000 prescriptions authorised |
| NHS HEALTHCHECKS – 602 completed v Annual Target 408 +48% (still 3 months to go)  |