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# Patient Group Meeting

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Whitechapel Health Centre  
AT Medics

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# History

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- ❖ Started in September 2014
- ❖ Approx 50-60% cut in budget compared to last provider
- ❖ Issues around access raised by patients
- ❖ Quality issues- clinical
- ❖ Water fountain
- ❖ Regular PPG



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# Progress so far

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- ❖ Water fountain in place!
- ❖ Massive improvement in internal procedures
- ❖ Improvement in clinical markers- BP control/Diabetes
- ❖ More clinical staff, more appointments
- ❖ Ed Rosen leading patient participation



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# Clinical Staff

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- ❖ Increased nurse appts from 174 p/w to 302 p/w
  - ❖ 74% increase
- ❖ Increased Dr/NP/PA appts from 629 to 804 p/w
  - ❖ 28% increase
  - ❖ Providing 16% more than our contract says
- ❖ Reception staff increased by 75 hours per week
  - ❖ 40% increase
- ❖ Stable Clinical leadership



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# Problems

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- ❖ With increased access, very high number of inappropriate attendances
- ❖ People not attending appointments and not cancelling
- ❖ Waste of resources
- ❖ In the last 10 months we have had an average of 343 non attenders
- ❖ Assuming £15= £5155 per month of waste
- ❖ Ideas?

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# Future Plans

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- ❖ Continuing to review all aspects of the practice and try and improve things
- ❖ Premises
- ❖ In house minor operations



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# Challenges

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- ❖ Access vs patients attending for minor problems they should deal with on their own.
- ❖ Non attenders
- ❖ Unless sensible use of resources, we can never meet demand.