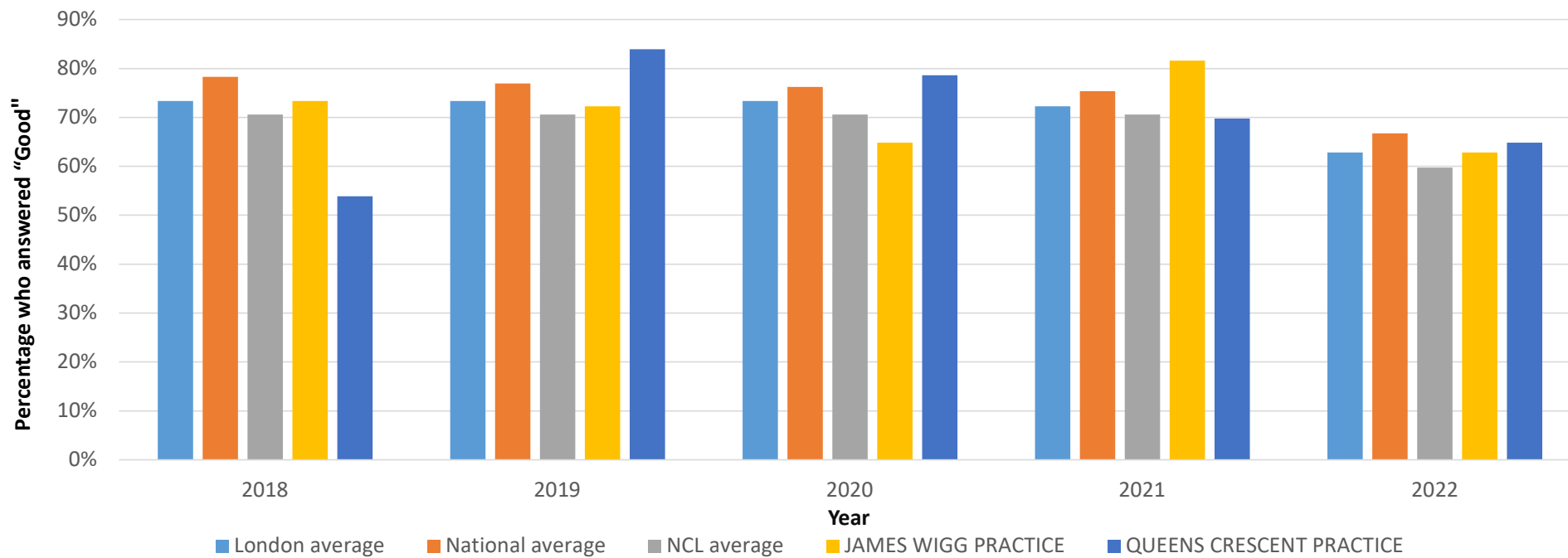


PPG Meeting Data

18.5.23

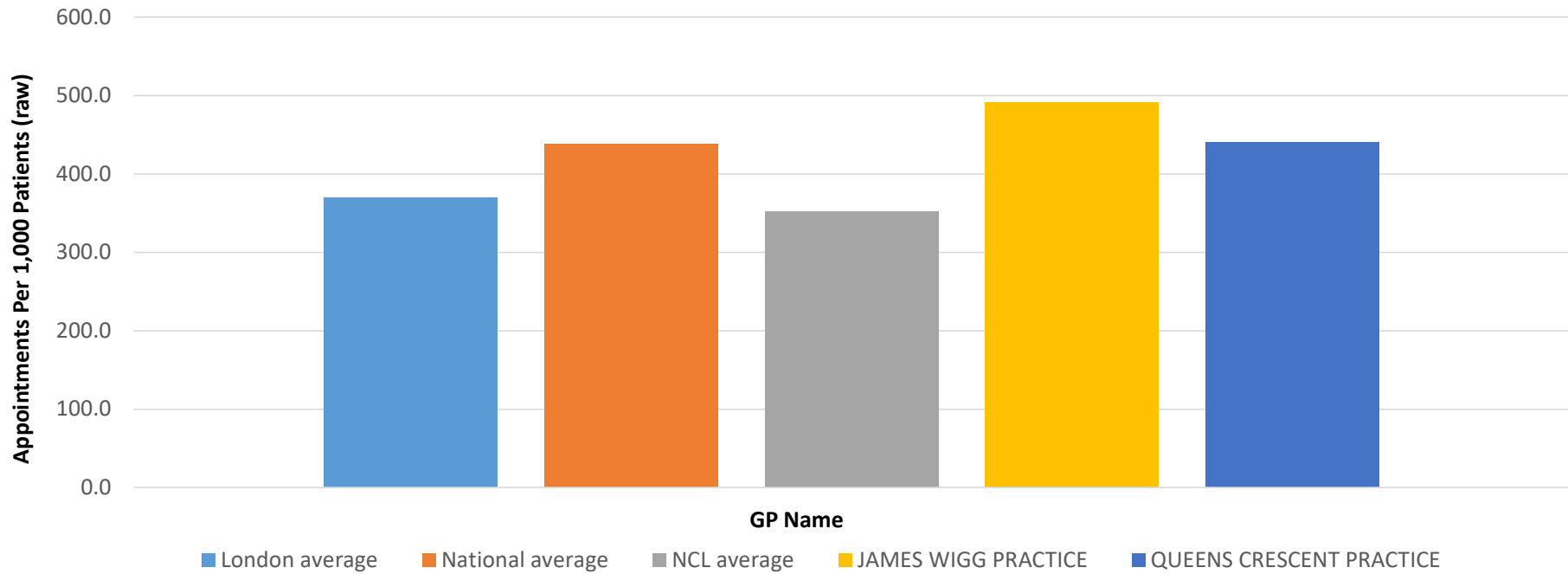
Q32: Overall experience of GP practice



Practice Name	PCN Name	Borough	2018	2019	2020	2021	2022
London average	Benchmark	Benchmark	73%	73%	73%	72%	63%
National average	Benchmark	Benchmark	78%	77%	76%	75%	67%
NCL average	Benchmark	Benchmark	71%	71%	71%	71%	60%
JAMES WIGG PRACTICE	Kentish Town South	Camden	73%	72%	65%	82%	63%
QUEENS CRESCENT PRACTICE	Kentish Town South	Camden	54%	84%	79%	70%	65%

4. General Practice Appointment Dashboard (GPAD) - February 2023
 Source: NHS England, Appointments in General Practice

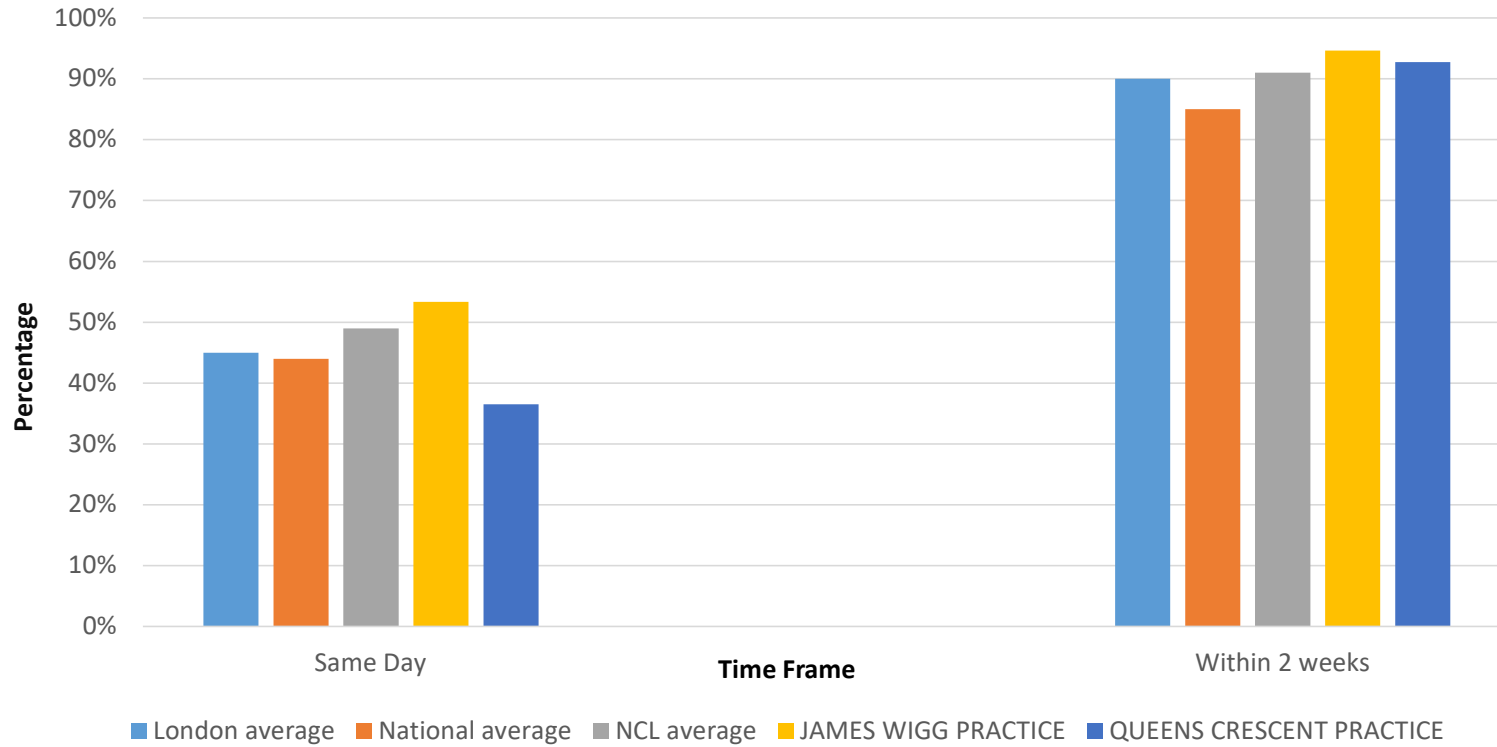
Appointment Numbers



GP Name	PCN Name	Borough	Appointments Per 1,000 Patients (raw)
London average	Benchmark	Benchmark	370.0
National average	Benchmark	Benchmark	438.0
NCL average	Benchmark	Benchmark	352.0
JAMES WIGG PRACTICE	KENTISH TOWN SOUTH PCN	Camden	491.1
QUEENS CRESCENT PRACTICE	KENTISH TOWN SOUTH PCN	Camden	440.4

4. General Practice Appointment Dashboard (GPAD) - February 2023
 Source: NHS England, Appointments in General Practice

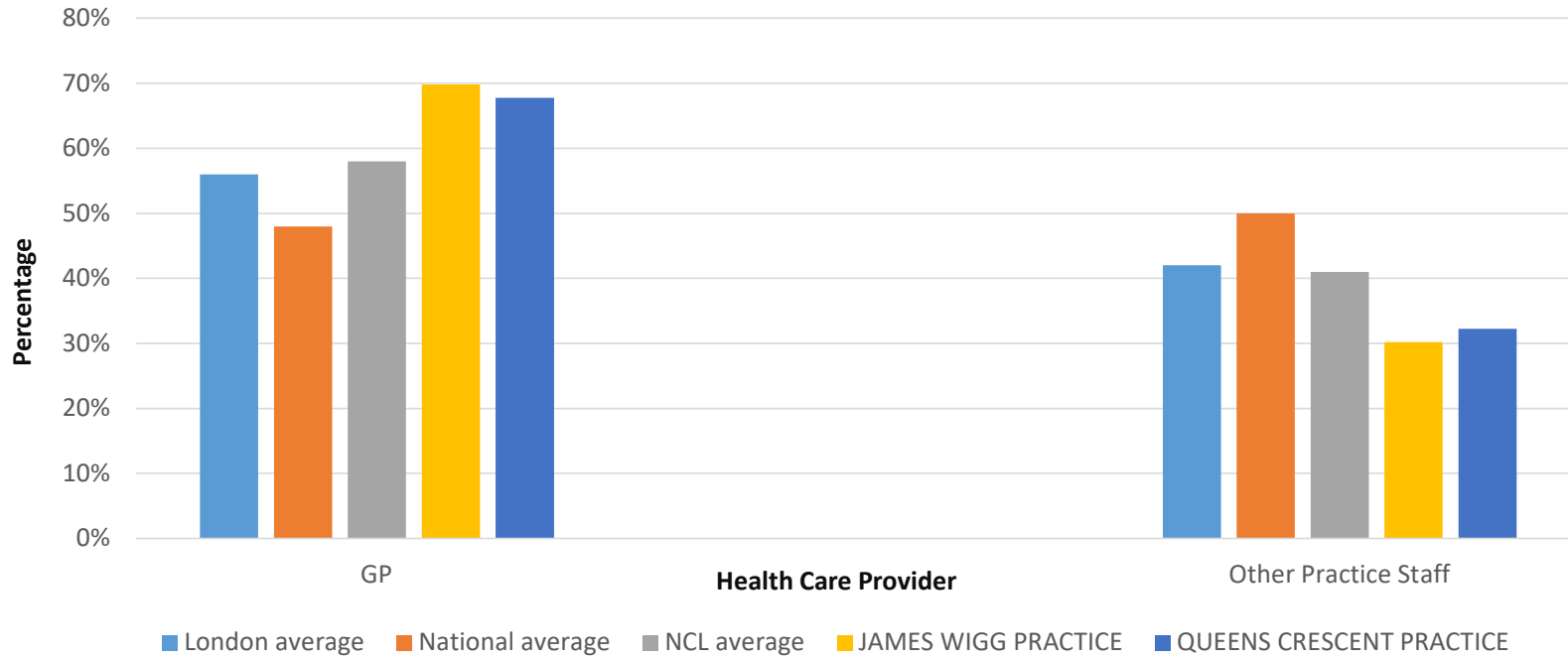
Time Between Booking and Appointment



GP Name	PCN Name	Borough	% Same Day	% Within 2 Weeks
London average	Benchmark	Benchmark	45%	90%
National average	Benchmark	Benchmark	44%	85%
NCL average	Benchmark	Benchmark	49%	91%
JAMES WIGG PRACTICE	KENTISH TOWN SOUTH PCN	Camden	53%	95%
QUEENS CRESCENT PRACTICE	KENTISH TOWN SOUTH PCN	Camden	37%	93%

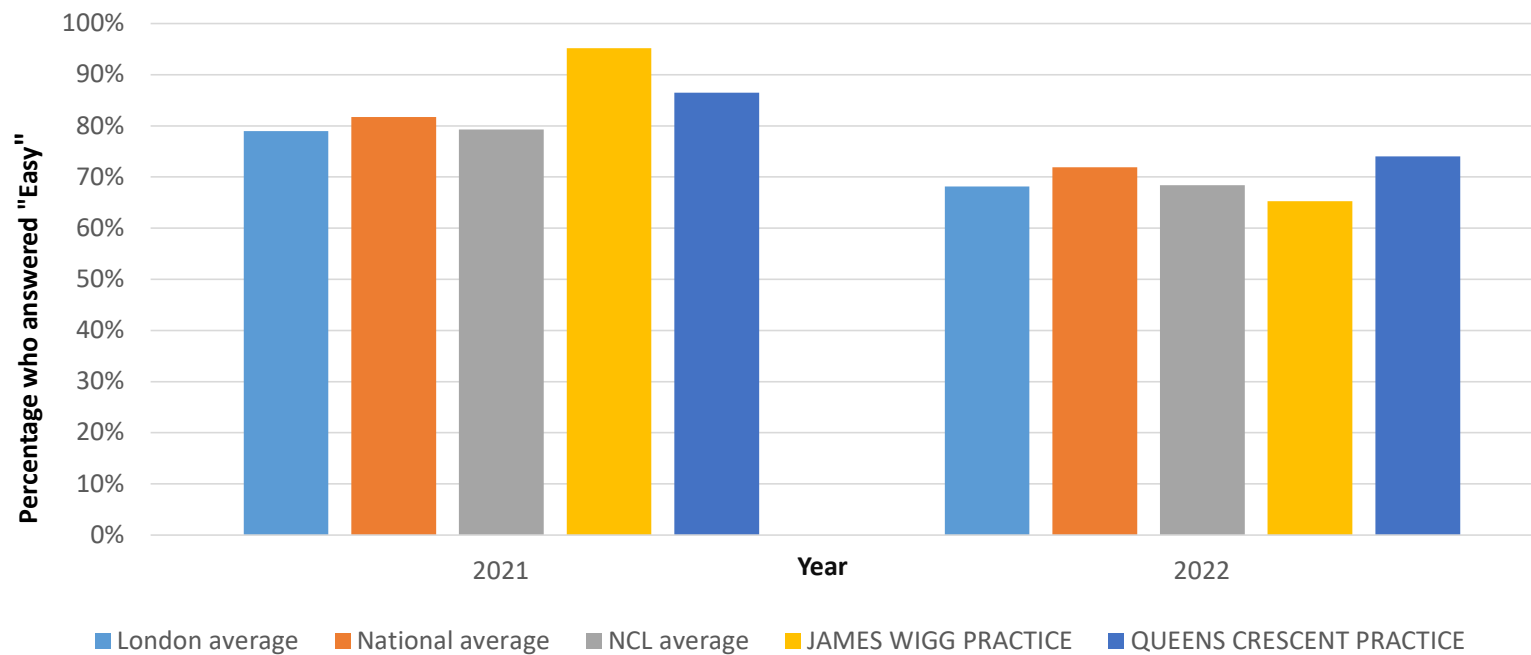
4. General Practice Appointment Dashboard (GPAD) - February 2023
 Source: NHS England, Appointments in General Practice

Appointment by Health Care Provider Type



GP Name	PCN Name	Borough	% GP	% Other Practice Staff
London average	Benchmark	Benchmark	56%	42%
National average	Benchmark	Benchmark	48%	50%
NCL average	Benchmark	Benchmark	58%	41%
JAMES WIGG PRACTICE	KENTISH TOWN SOUTH PCN	Camden	70%	30%
QUEENS CRESCENT PRACTICE	KENTISH TOWN SOUTH PCN	Camden	68%	32%

Q4: Ease of using your GP practice's website to look for information or access services



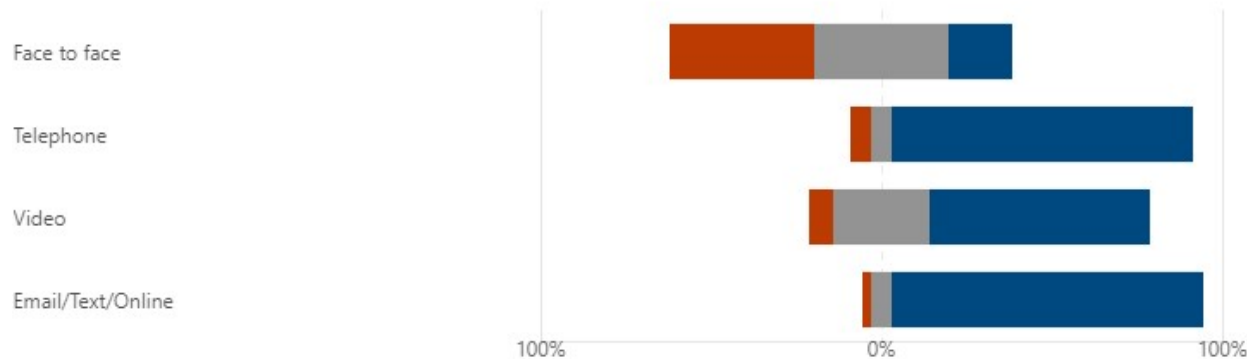
Practice Name	PCN Name	Borough	2021	2022
London average	Benchmark	Benchmark	79%	68%
National average	Benchmark	Benchmark	82%	72%
NCL average	Benchmark	Benchmark	79%	68%
JAMES WIGG PRACTICE	Kentish Town South	Camden	95%	65%
QUEENS CRESCENT PRACTICE	Kentish Town South	Camden	86%	74%

Patient Survey Data - JWP

Type of appointment

Which of these was the main way you received care or advice on this occasion? How well did this work?

Very well Well Not well



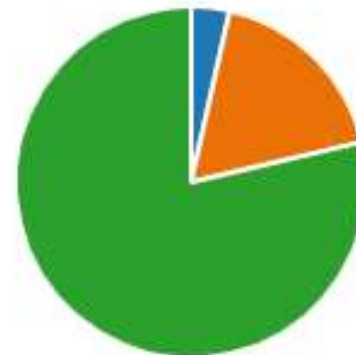
- **ACTIONS:**

- We have been continually increasing the number of face to face appointments offered, increasing further in June
- All patients asked preference
- Approx 14-20% want F2F

Time frame for appointment

What was your view on the length of time you waited for care or advice after first contacting the practice?

● Received care or advice earlier...	22
● Received care in expected tim...	111
● Did not receive care in expect...	490

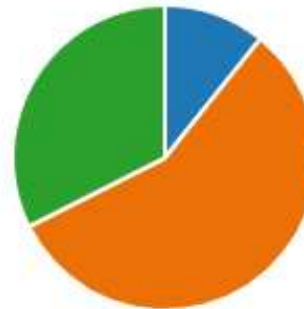


This does not fit with the data from our analysis, the National Patient Data Survey or the recent NHSE data

Continuity of care

One of the aims of the new system is to increase the likelihood of you consulting the same clinician over time. Do you feel you are more likely to speak to someone you have spoken to before?

Yes	67
No	352
I cannot say. I have not had m...	201



- Patient's impression is that it will not increase continuity but our data is suggesting it does

Unusual responses

Would you like us to continue to offer appointments from 07:30 in the morning?



Latest Responses

"This is mental health awareness week. You have no mental health a...

"Designed as a vehicle for racism .Vile racism throughout the NHS an...

Latest Responses

"They only go to white patients"

Comments 1/3

- For this particular issue I felt the telephone appointment worked really well. I did not feel rushed, and the doctor phoned me a week later,
- My GP access is very patient focused. I don't need the service regularly but on the few occasions I needed help it was timely and very competent. Over the Covid period things were difficult but over the last six months access is very easy in my opinion having given me time to think about what I wanted to do.
- It is not easy to understand which is the option to speak to a person. Too many options . Have a separate one for call back and appointments . Other for all the other topics.

Comments 2/3

- On e-consult there are a lot of questions to answer, most irrelevant.
- As always, clinical care, when one can eventually make contact, is superb. But the system, like other parts of the NHS, is clearly under impossible pressure of work.
- I have used the on line system with photographs and on the two occasions I've found this very good
- When I am there for the appointment queue at reception , automatic check machine is broken or not in use .
- My experience was that it worked fairly well

Comments 3/3

- I received a response from a clinician about a skin issue very quickly, mainly because I have a history of skin problems including some potentially serious ones. I don't know what the response would have been for something else. I usually use the Econsult system