



North East London

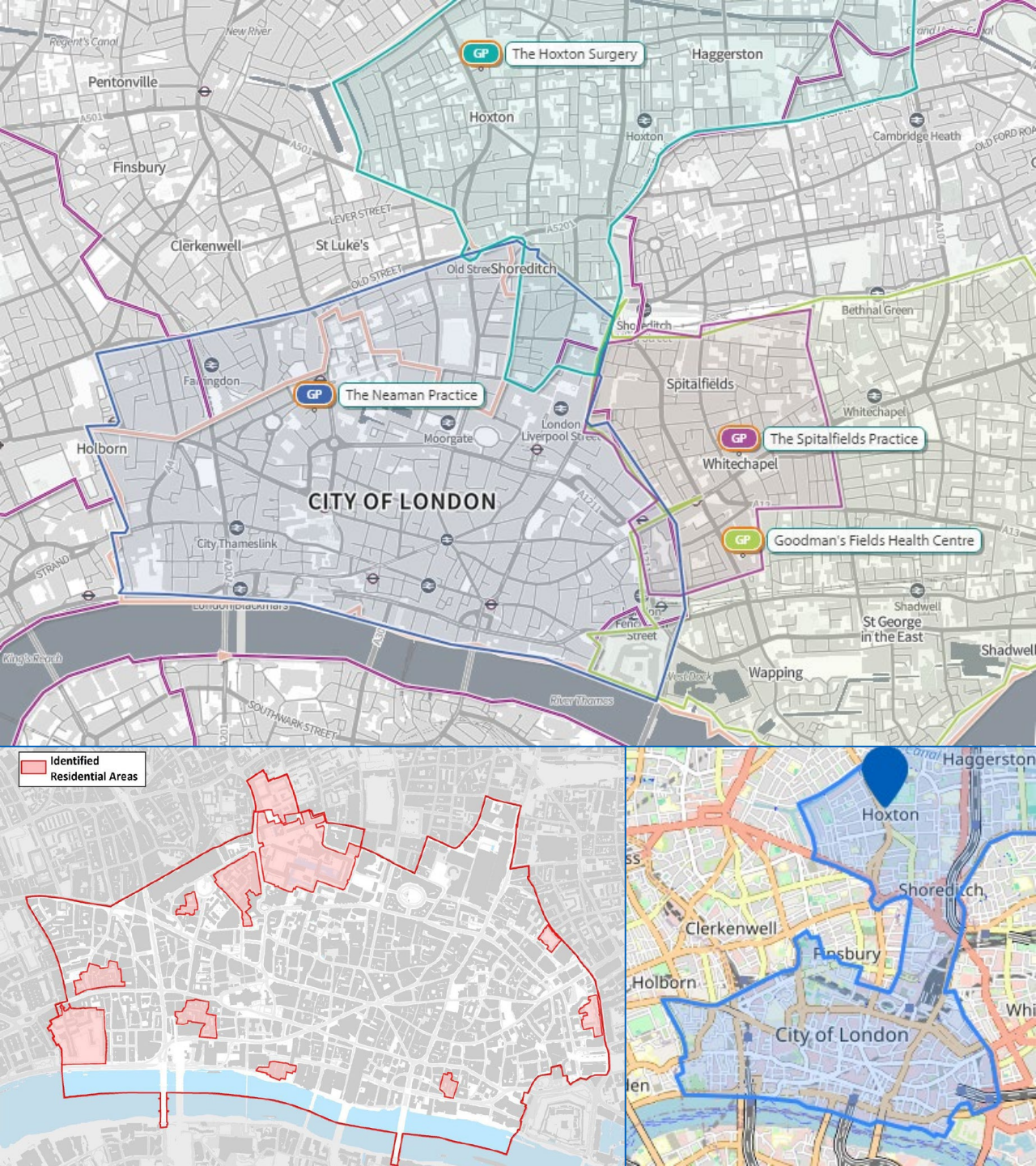
# NEL GP practices covering the City of London

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Performance and workforce data summary

# Practice boundaries

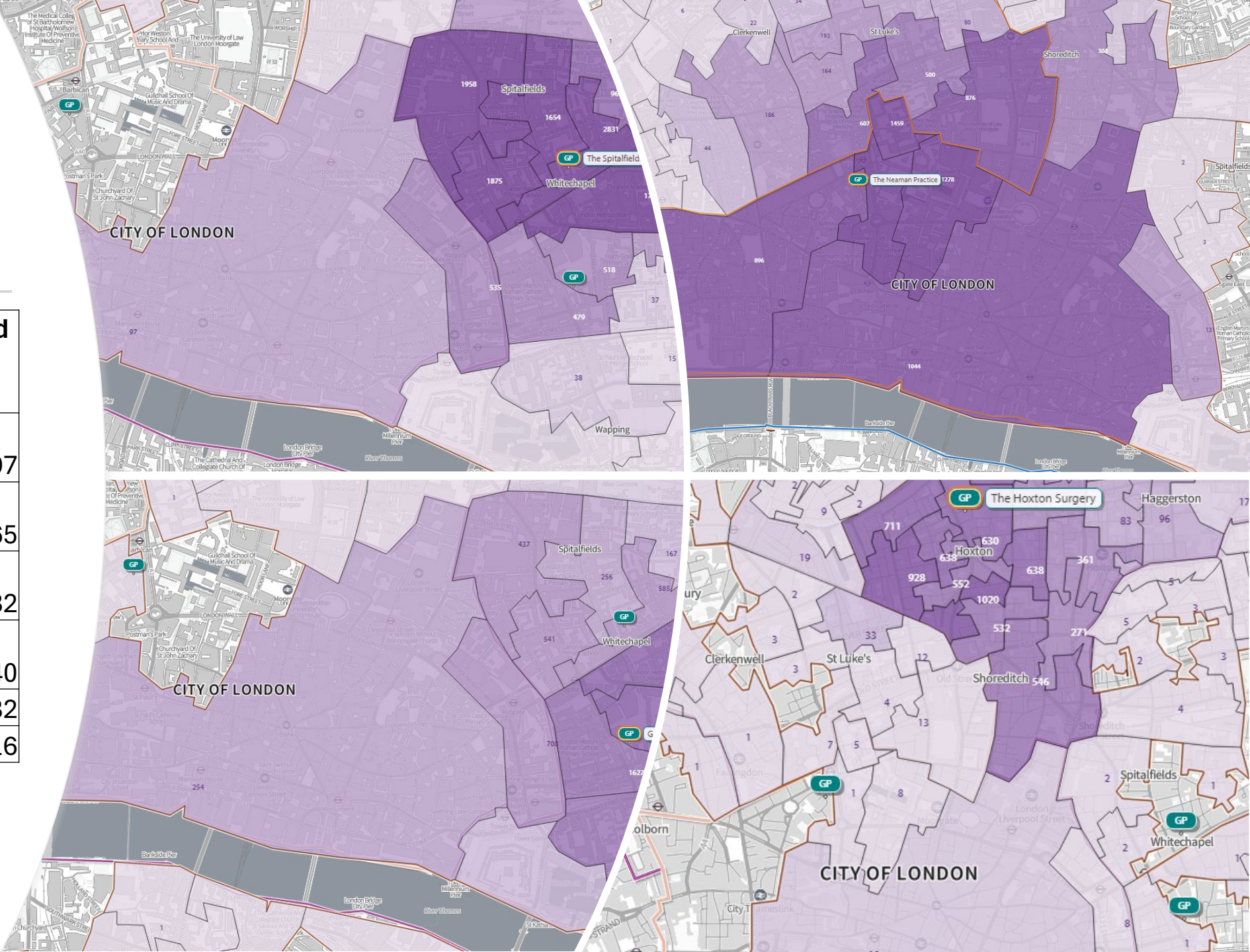
- Four NEL GP practices have boundaries or catchment areas covering some or all of the City.
- These catchment areas cover all of the identified residential areas, although The Hoxton Surgery is situated approximately 1.5-2.5km from most residential areas.
- In addition to NEL practices, there are practices in Islington, Camden and Westminster that have boundaries overlapping the City or significant numbers of City residents registered.





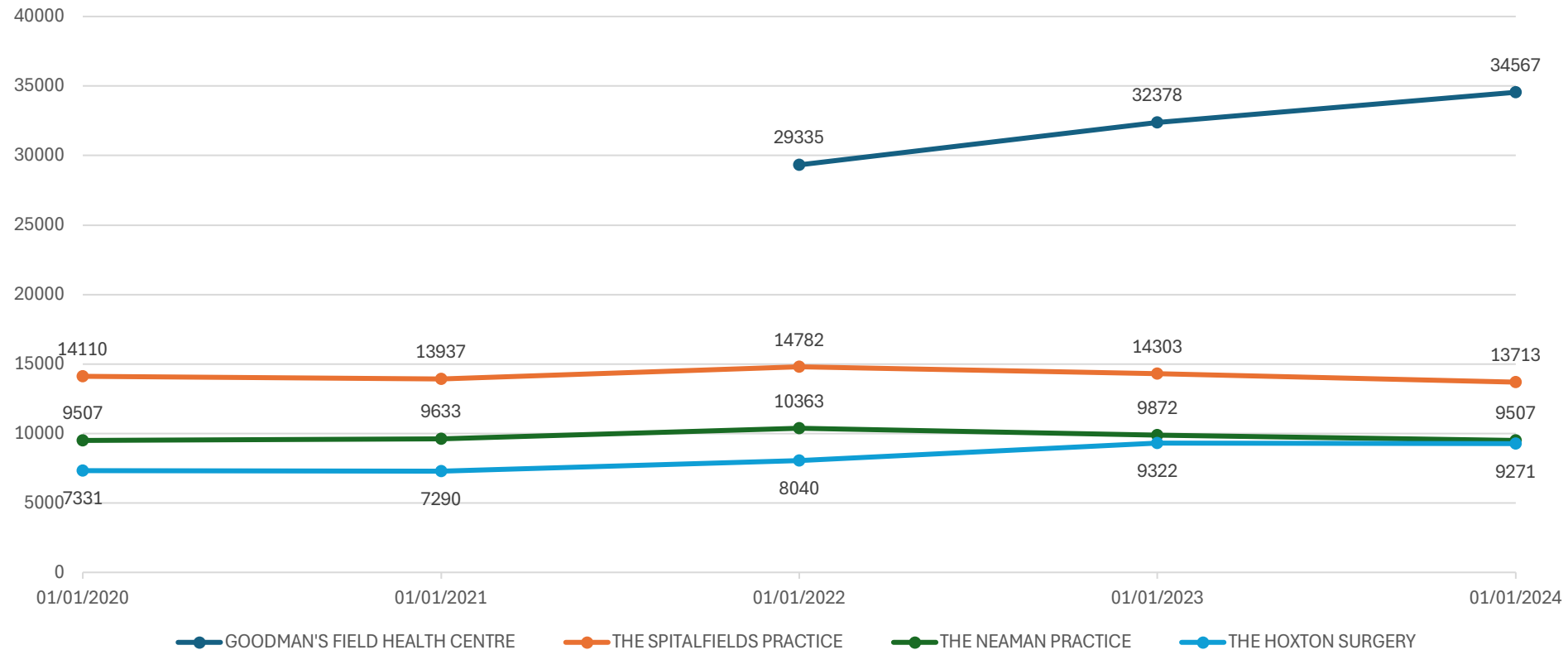
# Distribution of patients by LSOA

NEL Practice	Registered CoL residents
THE NEAMAN PRACTICE	6197
GOODMAN'S FIELD HEALTH CENTRE	965
THE SPITALFIELDS PRACTICE	632
THE HOXTON SURGERY	40
OTHER	182
TOTAL	8016



# List sizes

- Chart gives list sizes for four NEL GP practices covering the City since April 2020
- The Neaman and Spitalfields Practices' list have remained relatively stable over the last five years while the Hoxton Surgery has increased by 26%, in part due to the closure of a practice in the De Beauvoir area of Hackney.
- Goodmans Field's Health Centre was subject of a practice merger in 2021/22. Since then, the list has grown rapidly to almost 35,000



# Workforce

## Clinical workforce FTE - exc. Locums, trainees and apprentices

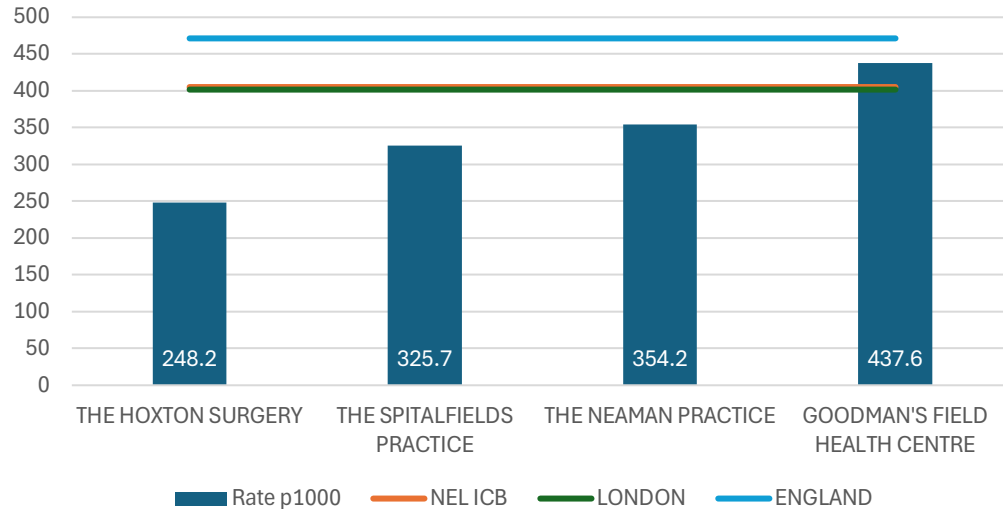
Practice	GP	Nurses	Direct Patient Care	GP FTE p1000	Nurse FTE p1000	DPC FTE p1000	Patients to GP FTE
GOODMAN'S FIELD HEALTH CENTRE	8.9	8.0	17.8	0.3	0.2	0.5	3902
THE HOXTON SURGERY	4.4	1.7	0.7	0.5	0.2	0.1	2094
THE NEAMAN PRACTICE	4.1	1.7	1.9	0.4	0.2	0.2	2326
THE SPITALFIELDS PRACTICE	6.2	2.0	0.2	0.5	0.1	0.0	2217
NEL ICB	842.8	315.1	414.2	0.3	0.1	0.2	2906
LONDON	4076.5	1403.0	1764.8	0.4	0.1	0.2	2700
ENGLAND	26707.1	16336.5	16361.0	0.4	0.3	0.3	2367

- Goodman's Fields has lower numbers of GP full time equivalents (FTE) than NEL, London and national averages, although this is compensated for by having higher numbers of nurses and other direct patient care (DPC) roles, such as clinical pharmacists, physician's associates etc. A diversified GP workforce is a key part of NHS England workforce strategy to address shortages of GPs. The practice is also a training practice, with 0.7 FTE trainee GP that is excluded from the above table.
- Neaman, Hoxton and Spitalfields practices have comparable or slightly higher numbers of GPs and nurses than the NEL, London and national averages but slightly lower numbers of other DPC roles. The Neaman Practice is also a training practice with 2.1 FTE GP trainees.

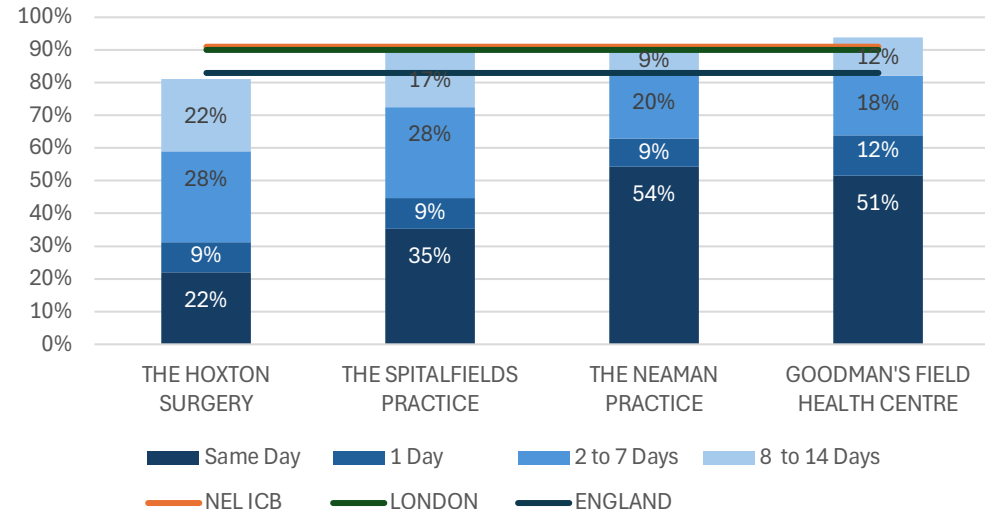


# GP Appointment Data (GPAD)

Appts per 1000 patients, Mar-24



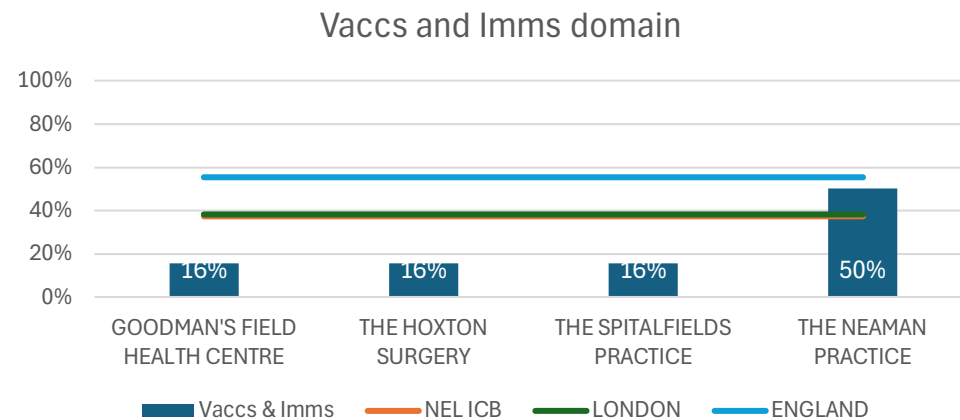
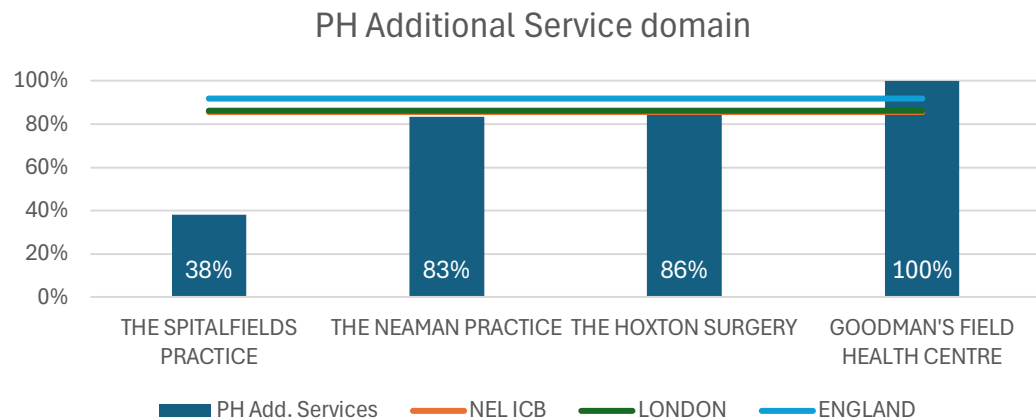
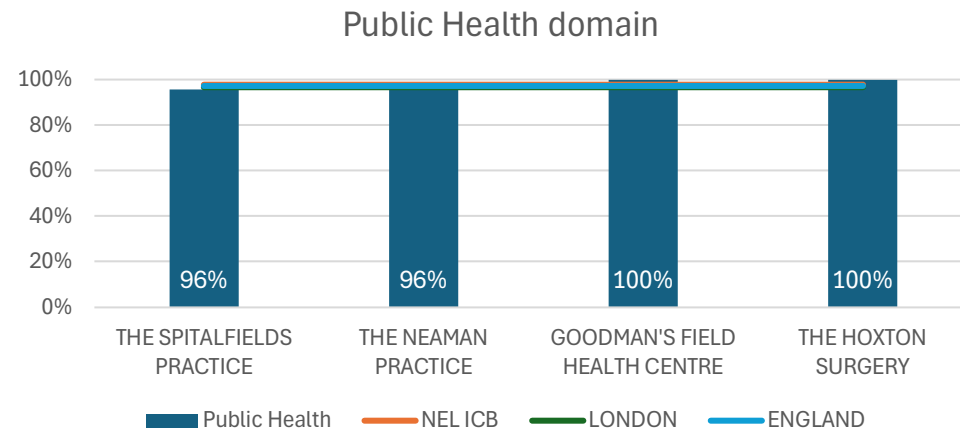
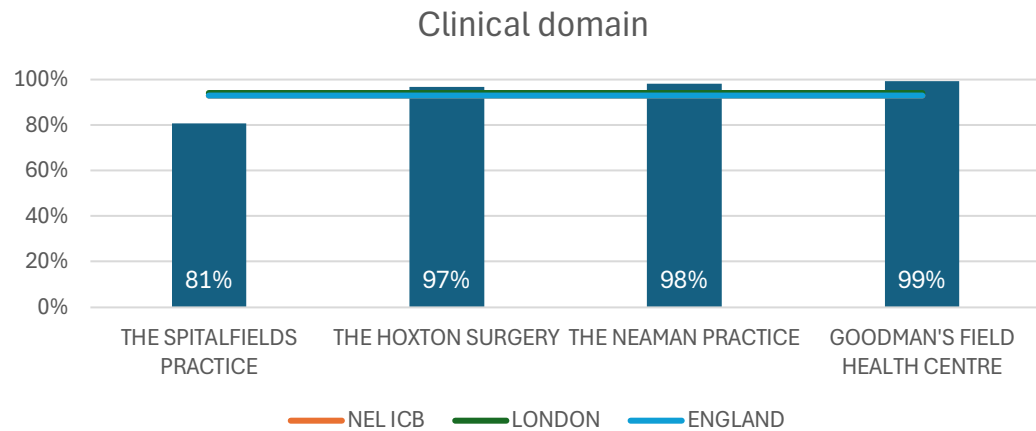
Appointments within two weeks of booking, Mar-24



- The chart on the left shows the number of appointments offered per 1000 registered patients at each of the practices during March 2024, giving a high level indication of activity.
- The variation can partially be explained by differing access models across the four practices; Goodman's Fields and Neaman appear to be offering more appointments, but with a greater proportion on the same or next day after booking, suggesting that these practices have made more progress adopting the modern general practice triage model advocated in the [Delivery plan for recovering access to primary care \(PCARP\)](#). Goodman's Fields also have a slightly higher proportion of remote consultations (telephone or online).
- All four practices are comparable or higher than the national average for proportion of appointments taking place within two weeks of booking, a metric that is monitored as part of the ICB operating plan.

Data source: [Appointments in General Practice, March 2024 - NHS England Digital](#)

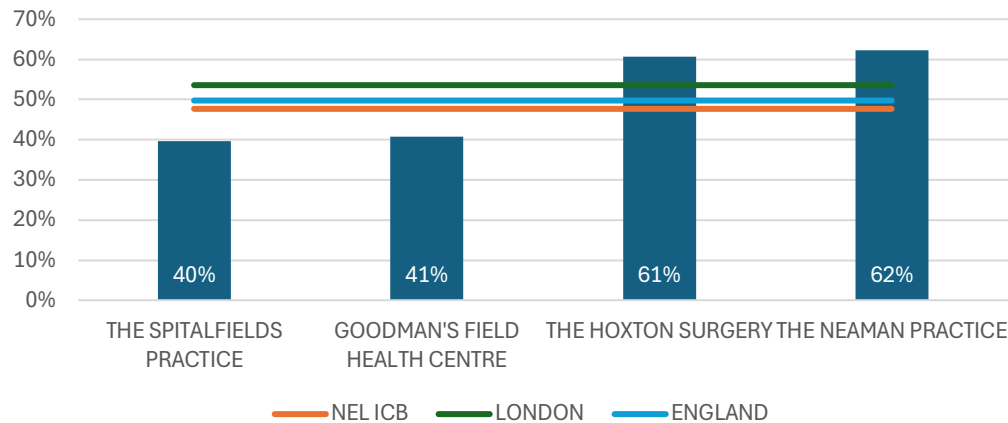
# QOF achievement 2022/23



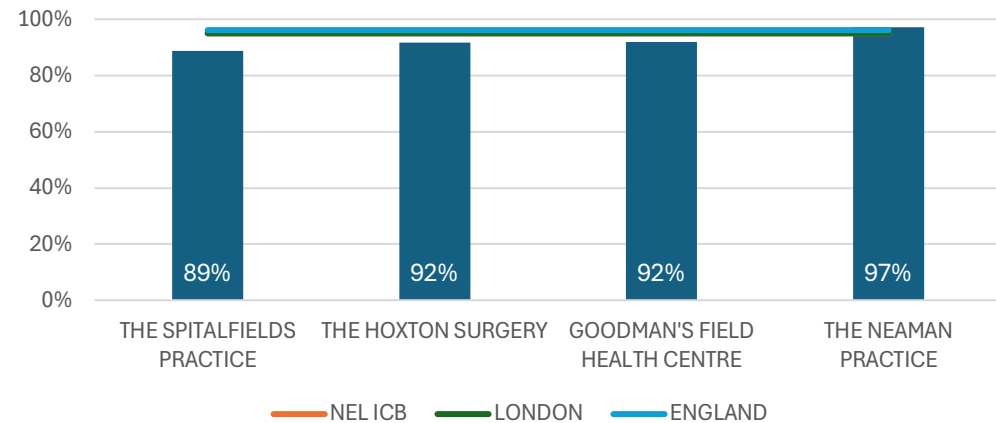
- This slide provides an overview of QOF achievement in each of the four main indicator domains during 22/23, the most recent year for which reporting is available. This was also the first year post-pandemic that QOF incentives were not income protected.
- Vaccination and immunisation indicators mainly relate to childhood immunisations, which have historically been a challenge for many NEL practices due to deprivation and vaccine hesitancy. Further detail on QOF indicators under each of these domains for 22/23 can be found [here](#).

# Patient satisfaction

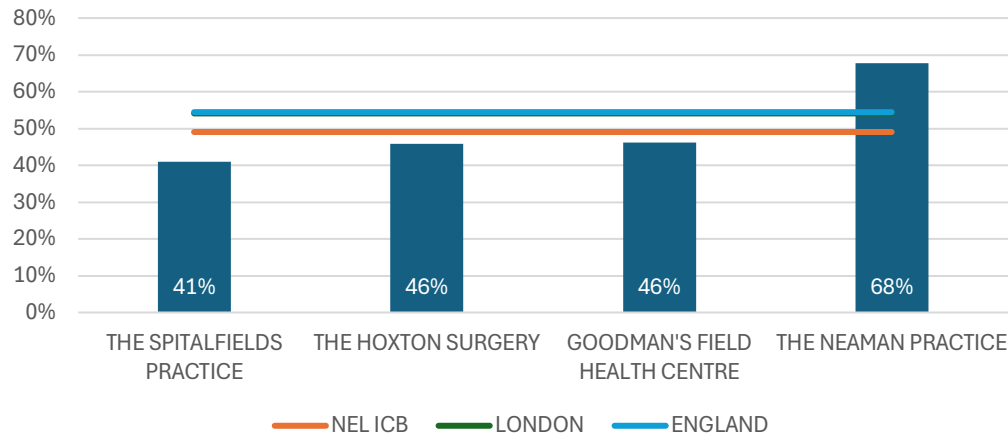
Ease of getting through on the phone



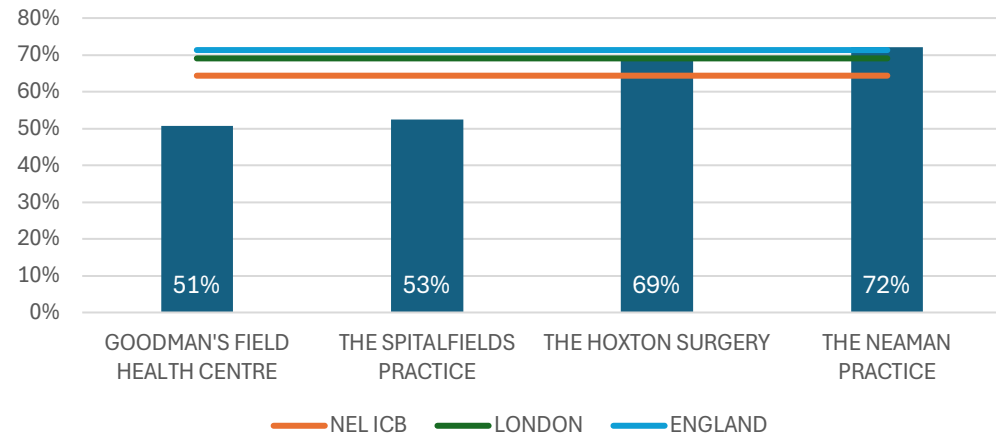
Satisfaction with appointment offered



Overall experience of making an appointment



Overall experience of GP practice



Responses to selected [GP Patient Survey](#) questions 2023. It should be noted that this survey took place prior to the implementation of various previously mentioned GP contractual measure aimed at improving patient satisfaction with access to GP services.