| Transamin or companies                          | Ease of getting through on the phone Qtr3 | Ease of getting through on the phone Qtr3 | Able to<br>get an<br>appointm<br>ent fairly<br>quickly | Able to<br>get an<br>appointm<br>ent fairly<br>quickly<br>Qtr 3<br>10/11 | Able to<br>book<br>ahead Qtr<br>3 09/10 | Able to<br>book<br>ahead Qtr<br>3 10/11 | Able to<br>see<br>preferred<br>GP qtr 3<br>09/10 | Able to<br>see<br>preferred<br>GP qtr 3<br>10/11 | Satisfied<br>with<br>opening<br>times Qtr<br>3 09/10 | with opening | Overall<br>Average<br>performa<br>nce Qtr 3<br>09/10 -<br>England<br>Score | •   | % Improve ment from qtr 3 09/10 - qtr 3 10/11 |
|---|---|---|--|--|---|---|--|--|--|--------------|--|-----|---|
| RESULTS FOR ENGLAND AS A WHOLE                  | 68%                                       | 69%                                       | 80%  | 79%  | 71%                                     | 71%                                     | 75%  | 74%  | 81%  | 81%          | 74%  | 75% | 1%  |
| RESULTS FOR NHS BRENT                           | 61%                                       | 63%                                       | 74%  | <b>73</b> %  | 63%                                     | 65%                                     | 66%  | 64%  | 75%  | 75%          | 67%  | 68% | 1%  |
| WILLESDEN GREEN SURGERY                         | 80%                                       | 87%                                       | 81%  | 85%  | 72%                                     | 81%                                     | 89%  | 96%  | 84%  | 90%          | 81%  | 88% | 6%  |
| THE LONSDALE MEDICAL CENTRE                     | 50%                                       | 60%                                       | 61%  | 72%  | 63%                                     | 67%                                     | 57%  | 55%  | 69%  | 73%          | 60%  | 66% | 6%  |
| PEEL PRECINCT SURGERY                           | 84%                                       | 88%                                       | 83%  | 95%  | 62%                                     | 81%                                     | 93%  | 77%  | 82%  | 90%          | 81%  | 86% | 5%  |
| BLESSING MEDICAL CENTRE                         | 47%                                       | 55%                                       | 69%  | 70%  | 63%                                     | 68%                                     | 67%  | 68%  | 59%  | 69%          | 61%  | 66% | 5%  |
| THE MEDICAL CENTRE                              | 55%                                       | 58%                                       | 39%  | 46%  | 49%                                     | 66%                                     | 70%  | 66%  | 71%  | 70%          | 57%  | 61% | 5%  |
| PARK HOUSE MEDICAL CENTRE                       | 82%                                       | 81%                                       | 72%  | 72%  | 70%                                     | 76%                                     | 59%  | 65%  | 76%  | 80%          | 72%  | 75% | 3%  |
| THE LAW MEDICAL GROUP PRACTICE                  | 57%                                       | 56%                                       | 72%  | 73%  | 60%                                     | 68%                                     | 56%  | 58%  | 76%  | 80%          | 64%  | 67% | 3%  |
| THE LEVER MEDICAL CENTRE                        | 55%                                       | 61%                                       | 46%  | 49%  | 63%                                     | 64%                                     | 45%  | 52%  | 76%  | 71%          | 57%  | 59% | 2%  |
| THE CLARENCE MED CENTRE                         | 74%                                       | 77%                                       | 88%  | 85%  | 71%                                     | 87%                                     | 92%  | 82%  | 83%  | 84%          | 82%  | 83% | 2%  |
| CHICHELE ROAD SURGERY                           | 61%                                       | 60%                                       | 76%  | 86%  | 67%                                     | 63%                                     | 62%  | 69%  | 75%  | 66%          | 68%  | 69% | 0%  |
| STAVERTON SURGERY                               | 70%                                       | 74%                                       | 65%  | 68%  | 69%                                     | 73%                                     | 55%  | 46%  | 84%  | 80%          | 69%  | 68% | 0%  |
| CHAMBERLAYNE RD SURGERY                         | 64%                                       | 61%                                       | 72%  | 67%  | 71%                                     | 70%                                     | 76%  | 81%  | 61%  | 59%          | 69%  | 68% | -1%   |
| THE WINDMILL MEDICAL PRACTICE                   | 88%                                       | 88%                                       | 94%  | 93%  | 92%                                     | 89%                                     | 82%  | 80%  | 89%  | 86%          | 89%  | 87% | -2%   |
| THE SHELDON PRACTICE                            | 75%                                       | 75%                                       | 94%  | 97%  | 95%                                     | 85%                                     | 93%  | 85%  | 85%  | 81%          | 88%  | 85% | -4%   |
| KILBURN PARK MEDICAL CENTRE                     | 47%                                       | 39%                                       | 65%  | 63%  | 63%                                     | 64%                                     | 68%  | 66%  | 87%  | 78%          | 66%  | 62% | -4%   |
| % of practices that have improved in Qtr3 10/11 |   | 53%                                       |  | 67%  |   | 73%                                     |  | 47%  |  | 47%          |  | 40% | 60%   |

| Impact of ACE Programme                                   | % of practices Oct 2010 | % of<br>Practices<br>March<br>2011 |
|---|-------------------------|------------------------------------|
| 60% of Kilburn Practices improved their GPPS a            | verage sc               | ore                                |
| Able to get an appointment quickly' -                     | 133                     | 199                                |
| Averaged No. of on the day appts per week                 | 100                     | 100                                |
| Able to book Ahead - up to 4 weeks ahead                  | 40%                     | 93%                                |
| Satisfaction with opening time' - Open                    |                         |                                    |
| 45 hrs per week   | 60%                     | 80%                                |
| Able to get through on the phone - lines per 1,000 pts    | 1.21                    | 1.31                               |
| Able to see prefered GP - patient education and use of lo | cums                    |                                    |

| Kingsbury GP Consortia GPPS comparitive results Qtr 3 09/10 to Qtr 3 10/11 | Ease of getting through on the phone Qtr3 | Ease of getting through on the phone Qtr3 | appointm<br>ent fairly | Able to<br>get an<br>appointm<br>ent fairly<br>quickly<br>Qtr 3<br>10/11 |     | Able to<br>book<br>ahead Qtr<br>3 10/11 | see<br>preferred<br>GP qtr 3 | Able to<br>see<br>preferred<br>GP qtr 3<br>10/11 | with<br>opening<br>times Qtr | Satisfied with opening times Qtr 3 10/11 | Overall<br>Average<br>performa<br>nce Qtr 3<br>09/10 -<br>England<br>Score | Overall<br>Average<br>performa<br>nce Qtr 3<br>10/11 -<br>England<br>Score | % Improve ment from qtr 3 09/10 - qtr 3 10/11 |
|--|---|---|------------------------|--|-----|---|------------------------------|--|------------------------------|--|--|--|---|
| RESULTS FOR ENGLAND AS A WHOLE   | 68%                                       | 69%                                       | 80%                    | 79%  | 71% | 71%                                     | 75%                          | 74%  | 81%                          | 81%                                      | 74%  | 75%  | 1%  |
| RESULTS FOR NHS BRENT  | 61%                                       | 63%                                       | 74%                    | 73%  | 63% | 65%                                     | 66%                          | 64%  | 75%                          | 75%                                      | 67%  | 68%  | 1%  |
| STAG LANE MEDICAL CENTRE   | 36%                                       | 39%                                       | 66%                    | 70%  | 40% | 51%                                     | 61%                          | 62%  | 57%                          | 68%                                      | 52%  | 58%  | 6%  |
| FORTY WILLOWS SURGERY  | 56%                                       | 64%                                       | 78%                    | 79%  | 58% | 60%                                     | 67%                          | 70%  | 79%                          | 84%                                      | 68%  | 71%  | 4%  |
| THE STAG-HOLLY ROAD SURGERY  | 30%                                       | 32%                                       | 46%                    | 48%  | 37% | 48%                                     | 72%                          | 74%  | 57%                          | 58%                                      | 48%  | 52%  | 4%  |
| FRYENT MEDICAL CENTRE  | 49%                                       | 55%                                       | 85%                    | 84%  | 39% | 58%                                     | 91%                          | 83%  | 77%                          | 77%                                      | 68%  | 71%  | 3%  |
| ELLIS PRACTICE   | 66%                                       | 56%                                       | 90%                    | 92%  | 44% | 50%                                     | 66%                          | 67%  | 83%                          | 85%                                      | 70%  | 70%  | 0%  |
| BRAMPTON HEALTH CENTRE   | 77%                                       | 82%                                       | 88%                    | 76%  | 82% | 80%                                     | 89%                          | 93%  | 61%                          | 66%                                      | 79%  | 79%  | 0%  |
| WILLOW TREE FAMILY DOCTORS   | 64%                                       | 65%                                       | 80%                    | 83%  | 57% | 59%                                     | 73%                          | 67%  | 80%                          | 80%                                      | 71%  | 71%  | 0%  |
| UXENDON CRESCENT SURGERY   | 79%                                       | 78%                                       | 87%                    | 88%  | 74% | 72%                                     | 95%                          | 91%  | 81%                          | 83%                                      | 83%  | 83%  | 0%  |
| PRESTON ROAD SURGERY   | 77%                                       | 83%                                       | 85%                    | 85%  | 72% | 73%                                     | 85%                          | 77%  | 86%                          | 87%                                      | 81%  | 81%  | 0%  |
| CHALKHILL FAMILY PRACTICE  | 67%                                       | 71%                                       | 64%                    | 61%  | 65% | 61%                                     | 67%                          | 65%  | 77%                          | 78%                                      | 68%  | 67%  | -1%   |
| PRIMARY CARE MEDICAL CENTRE  | 65%                                       | 62%                                       | 91%                    | 88%  | 59% | 52%                                     | 61%                          | 66%  | 80%                          | 81%                                      | 71%  | 70%  | -1%   |
| KINGS EDGE   | 35%                                       | 30%                                       | 65%                    | 66%  | 55% | 57%                                     | 37%                          | 31%  | 58%                          | 57%                                      | 50%  | 48%  | -2%   |
| THE GIRTON PRACTICE  | 68%                                       | 74%                                       | 96%                    | 89%  | 90% | 79%                                     | 83%                          | 78%  | 84%                          | 79%                                      | 84%  | 80%  | -4%   |
| THE TUDOR HOUSE MEDICAL CENTRE   | 71%                                       | 78%                                       | 95%                    | 84%  | 61% | 53%                                     | 79%                          | 71%  | 85%                          | 79%                                      | 78%  | 73%  | -5%   |
| THE FRYENT WAY SURGERY   | 72%                                       | 64%                                       | 81%                    | 77%  | 75% | 65%                                     | 69%                          | 61%  | 77%                          | 71%                                      | 75%  | 67%  | -7%   |
| % of practices that have improved in Qtr3 10/11                            |   | 67%                                       |                        | 47%  |     | 53%                                     |                              | 40%  |                              | 60%                                      |  | 27%  | 27%   |

| Impact of ACE Programme  27% of Kingsbury Practices improved their GPPS | % of practices Oct 2010 | % of<br>Practices<br>March<br>2011 |
|---|-------------------------|------------------------------------|
| Able to get an appointment quickly' -                                   | 155                     | 228                                |
| Averaged No. of on the day appts per week                               | 155                     | 220                                |
| Able to book Ahead - up to 4 weeks ahead                                | 40%                     | 87%                                |
| Satisfaction with opening time' - Open 45                               |                         |                                    |
| hrs per week  | 53%                     | 73%                                |
| Able to get through on the phone - lines per 1,000 pts                  | 0.51                    | 0.62                               |
| Able to see prefered GP - patient education and use of locu             | ims                     |                                    |

| Willesden GP Consortia GPPS comparitive results Qtr 3 09/10 to Qtr 3 10/11 | Ease of getting through on the phone Qtr3 | Ease of getting through on the phone Qtr3 | appointm<br>ent fairly | quickly<br>Qtr 3 | Able to<br>book<br>ahead Qtr | Able to<br>book<br>ahead Qtr<br>3 10/11 | •   | Able to<br>see<br>preferred<br>GP qtr 3<br>10/11 | Satisfied<br>with<br>opening<br>times Qtr<br>3 09/10 | Satisfied with opening times Qtr 3 10/11 | -   | Overall Average performa nce Qtr 3 10/11 - England Score | % Improve ment from qtr 3 09/10 - qtr 3 10/11 |
|--|---|---|------------------------|------------------|------------------------------|---|-----|--|--|--|-----|--|---|
| RESULTS FOR ENGLAND AS A WHOLE   | 68%                                       | 69%                                       | 80%                    | 79%              | 71%                          | 71%                                     | 75% | 74%  | 81%  | 81%                                      | 74% | 75%  | 1%  |
| RESULTS FOR NHS BRENT  | 61%                                       | 63%                                       | 74%                    | 73%              | 63%                          | 65%                                     | 66% | 64%  | 75%  | 75%                                      | 67% | 68%  | 1%  |
| ST ANDREWS MEDICAL CENTRE  | 54%                                       | 65%                                       | 80%                    | 79%              | 43%                          | 52%                                     | 74% | 75%  | 71%  | 78%                                      | 64% | 70%  | 5%  |
| ROUNDWOOD PARK MEDICAL CENTRE  | 79%                                       | 86%                                       | 78%                    | 83%              | 72%                          | 78%                                     | 62% | 64%  | 73%  | 80%                                      | 73% | 78%  | 5%  |
| CREST MEDICAL CENTRE   | 65%                                       | 67%                                       | 92%                    | 97%              | 76%                          | 73%                                     | 68% | 79%  | 76%  | 81%                                      | 75% | 79%  | 4%  |
| BURNLEY PRACTICE   | 75%                                       | 73%                                       | 68%                    | 77%              | 65%                          | 70%                                     | 70% | 72%  | 73%  | 77%                                      | 70% | 74%  | 3%  |
| WALM LANE SURGERY  | 76%                                       | 76%                                       | 66%                    | 71%              | 77%                          | 78%                                     | 71% | 79%  | 73%  | 69%                                      | 73% | 75%  | 2%  |
| ST.GEORGES MEDICAL CENTRE  | 86%                                       | 88%                                       | 78%                    | 82%              | 73%                          | 73%                                     | 83% | 82%  | 74%  | 78%                                      | 79% | 81%  | 2%  |
| THE VILLAGE MEDICAL CENTRE   | 64%                                       | 66%                                       | 88%                    | 91%              | 79%                          | 71%                                     | 75% | 87%  | 76%  | 69%                                      | 76% | 77%  | 0%  |
| GLADSTONE MC   | 45%                                       | 57%                                       | 50%                    | 52%              | 67%                          | 58%                                     | 61% | 59%  | 81%  | 79%                                      | 61% | 61%  | 0%  |
| THE WILLESDEN MEDICAL CENTRE   | 22%                                       | 18%                                       | 59%                    | 61%              | 34%                          | 34%                                     | 35% | 32%  | 62%  | 62%                                      | 43% | 41%  | -1%   |
| NEASDEN MEDICAL CENTRE GREENHILL   | 78%                                       | 71%                                       | 87%                    | 82%              | 81%                          | 65%                                     | 64% | 63%  | 74%  | 75%                                      | 77% | 71%  | -6%   |
| % of practices that have improved in Qtr3 10/11                            |   | 60%                                       |                        | 80%              |                              | 50%                                     |     | 60%  |  | 60%                                      |     | 50%  | 60%   |

| Impact of ACE Programme   | % of practices Oct 2010 | % of<br>Practices<br>March<br>2011 |
|---|-------------------------|------------------------------------|
| 60% of Willesden Practices improved their GPPS                                  | average so              | core                               |
| Able to get an appointment quickly' - Averaged No. of on the day appts per week | 151                     | 254                                |
| Able to book Ahead - up to 4 weeks ahead  | 40%                     | 93%                                |
| Satisfaction with opening time' - % of practices open 45 hrs per week           | 60%                     | 60%                                |
| Able to get through on the phone - lines per 1,000 pts                          | 0.76                    | 0.79                               |
| Able to see prefered GP - patient education and use of locu                     | ms                      |                                    |

| Harness GP Consortia GPPS comparitive results  Qtr 3 09/10 to Qtr 3 10/11 | Ease of getting through on the phone Qtr3 | Ease of getting through on the phone Qtr3 | Able to<br>get an<br>appointm<br>ent fairly<br>quickly<br>Qtr 09/10 | quickly<br>Qtr 3 | book<br>ahead Qtr | Able to<br>book<br>ahead Qtr<br>3 10/11 | Able to<br>see<br>preferred<br>GP qtr 3<br>09/10 | •   | with<br>opening<br>times Qtr | Satisfied<br>with<br>opening<br>times Qtr<br>3 10/11 |     | Overall Average performa nce Qtr 3 10/11 - England Score | % Improve ment from qtr 3 09/10 - qtr 3 10/11 |
|---|---|---|---|------------------|-------------------|---|--|-----|------------------------------|--|-----|--|---|
| RESULTS FOR ENGLAND AS A WHOLE  | 68%                                       | 69%                                       | 80%   | 79%              | 71%               | 71%                                     | 75%  | 74% | 81%                          | 81%  | 74% | 75%  | 1%  |
| RESULTS FOR NHS BRENT   | 61%                                       | 63%                                       | 74%   | 73%              | 63%               | 65%                                     | 66%  | 64% | 75%                          | 75%  | 67% | 68%  | 1%  |
| BRENT GP ACCESS UNIT HARNESS-WEMBLEY                                      | N/A                                       | 72%                                       | N/A   | 89%              | N/A               | 80%                                     | N/A  | 58% | N/A                          | 89%  | 0%  | 78%  | 78%   |
| CHURCH LANE SURGERY   | 63%                                       | 73%                                       | 78%   | 81%              | 52%               | 68%                                     | 47%  | 60% | 76%                          | 81%  | 63% | 73%  | 10%   |
| HARLESDEN HARNESS CARE  | 66%                                       | 68%                                       | 63%   | 74%              | 66%               | 77%                                     | 58%  | 56% | 71%                          | 83%  | 65% | 72%  | 7%  |
| THE SURGERY HARROW RD   | 65%                                       | 76%                                       | 79%   | 81%              | 75%               | 75%                                     | 52%  | 59% | 77%                          | 84%  | 69% | 75%  | 6%  |
| BUCKINGHAM RD SURGERY   | 39%                                       | 64%                                       | 97%   | 85%              | 75%               | 84%                                     | 88%  | 84% | 79%                          | 83%  | 76% | 80%  | 4%  |
| THE CHAPLIN RD SURGER- PATEL  | 72%                                       | 81%                                       | 87%   | 87%              | 76%               | 89%                                     | 80%  | 82% | 78%                          | 75%  | 79% | 83%  | 4%  |
| ACTON LANE SURGERY  | 66%                                       | 72%                                       | 83%   | 92%              | 79%               | 75%                                     | 63%  | 68% | 81%                          | 84%  | 74% | 78%  | 4%  |
| HILLTOP MEDICAL PRACTICE  | 64%                                       | 70%                                       | 62%   | 56%              | 62%               | 65%                                     | 53%  | 61% | 77%                          | 76%  | 64% | 66%  | 2%  |
| BRENTFIELD MEDICAL CENTRE   | 49%                                       | 56%                                       | 64%   | 67%              | 56%               | 52%                                     | 43%  | 46% | 85%                          | 84%  | 59% | 61%  | 2%  |
| THE STONEBRIDGE MEDICAL PRACTICE  | 45%                                       | 27%                                       | 49%   | 52%              | 42%               | 54%                                     | 64%  | 61% | 66%                          | 81%  | 53% | 55%  | 2%  |
| PARK ROAD SURGERY   | 67%                                       | 73%                                       | 75%   | 77%              | 72%               | 80%                                     | 66%  | 48% | 73%                          | 80%  | 71% | 71%  | 1%  |
| FREUCHEN MEDICAL CENTRE   | 66%                                       | 71%                                       | 76%   | 75%              | 72%               | 76%                                     | 77%  | 70% | 75%                          | 76%  | 73% | 74%  | 1%  |
| OXGATE GARDENS SURGERY  | 50%                                       | 56%                                       | 74%   | 70%              | 70%               | 70%                                     | 74%  | 72% | 77%                          | 78%  | 69% | 69%  | 0%  |
| WEMBLEY PARK DRIVE MEDICAL CENTRE   | 60%                                       | 58%                                       | 77%   | 70%              | 58%               | 58%                                     | 50%  | 54% | 79%                          | 75%  | 65% | 63%  | -2%   |
| AKSYR MEDICAL PRACTICE  | 60%                                       | 59%                                       | 70%   | 64%              | 70%               | 64%                                     | 73%  | 68% | 72%                          | 72%  | 69% | 65%  | -4%   |
| CHURCH END MEDICAL CENTRE   | 47%                                       | 44%                                       | 73%   | 78%              | 62%               | 49%                                     | 60%  | 42% | 81%                          | 81%  | 64% | 59%  | -6%   |
| % of practices that have improved in Qtr3 10/11                           |   | 75%                                       |   | 56%              |                   | 63%                                     |  | 50% |                              | 63%  |     | 25%  | 69%   |

| Impact of ACE Programme   | % of practices Oct 2010 | % of<br>Practices<br>March<br>2011 |
|---|-------------------------|------------------------------------|
| 69% of Harness Practices improved their GPPS average s                          | core                    |                                    |
| Able to get an appointment quickly' - Averaged No. of on the day appts per week | 100                     | 225                                |
| Able to book Ahead - up to 4 weeks ahead  | 38%                     | 88%                                |
| Satisfaction with opening time' - Open 45 hrs per                               |                         |                                    |
| week  | 50%                     | 69%                                |
| Able to get through on the phone - lines per 1,000 pts                          | 1.03                    | 0.84                               |
| Able to see prefered GP - patient education and use of locums                   |                         |                                    |

| Wembley GP Consortia GPPS Comparitive results Qtr 3 09/10 to Qtr 3 10/11 | getting<br>through | Ease of getting through on the phone Qtr3 | ment<br>fairly | Able to get an appoint ment fairly quickly Qtr 3 | Able to<br>book<br>ahead<br>Qtr 3<br>09/10 | Able to<br>book<br>ahead<br>Qtr 3<br>10/11 | see<br>preferre<br>d GP qtr | Able to<br>see<br>preferre<br>d GP qtr<br>3 10/11 | Satisfied<br>with<br>opening<br>times<br>Qtr 3<br>09/10 | Satisfied<br>with<br>opening<br>times<br>Qtr 3<br>10/11 | Overall Average performa nce Qtr 3 09/10 - England Score | Overall Average performan ce Qtr 3 10/11 - England Score | % Improve ment from qtr 3 09/10 - qtr 3 10/11 |
|--|--------------------|---|----------------|--|--|--|-----------------------------|---|---|---|--|--|---|
| RESULTS FOR ENGLAND AS A WHOLE   | 68%                | 69%                                       | 80%            | 79%  | 71%  | 71%  | 75%                         | 74%   | 81%   | 81%   | 74%  | 75%  | 1%  |
| RESULTS FOR NHS BRENT  | 61%                | 63%                                       | 74%            | 73%  | 63%  | 65%  | 66%                         | 64%   | 75%   | 75%   | 67%  | 68%  | 1%  |
| PREMIER MEDICAL CENTRE   | 67%                | 73%                                       | 64%            | 76%  | 67%  | 83%  | 80%                         | 81%   | 70%   | 76%   | 70%  | 78%  | 8%  |
| ALPERTON MEDICAL CENTRE  | 48%                | 56%                                       | 56%            | 56%  | 42%  | 51%  | 56%                         | 63%   | 56%   | 64%   | 52%  | 58%  | 7%  |
| THE SURGERY GP UNIT  | 67%                | 75%                                       | 81%            | 92%  | 73%  | 78%  | 45%                         | 52%   | 73%   | 75%   | 68%  | 74%  | 6%  |
| SMS MEDICAL PRACTICE   | 71%                | 80%                                       | 75%            | 80%  | 70%  | 78%  | 74%                         | 77%   | 73%   | 73%   | 73%  | 78%  | 5%  |
| LANCELOT MEDICAL CENTRE  | 55%                | 66%                                       | 65%            | 68%  | 61%  | 68%  | 62%                         | 60%   | 58%   | 60%   | 60%  | 64%  | 4%  |
| THE SUNFLOWER MEDICAL CENTRE   | 51%                | 61%                                       | 50%            | 52%  | 48%  | 56%  | 58%                         | 59%   | 71%   | 68%   | 56%  | 59%  | 3%  |
| KENTON MEDICAL CENTRE  | 65%                | 68%                                       | 85%            | 87%  | 61%  | 75%  | 48%                         | 46%   | 74%   | 69%   | 66%  | 69%  | 3%  |
| STANLEY CORNER MEDICAL CENTRE  | 53%                | 60%                                       | 78%            | 79%  | 61%  | 56%  | 62%                         | 66%   | 79%   | 80%   | 66%  | 68%  | 2%  |
| SUDBURY & ALPERTON MEDICAL CENTRE  | 45%                | 41%                                       | 89%            | 87%  | 57%  | 65%  | 74%                         | 78%   | 78%   | 78%   | 69%  | 70%  |   |
| PRESTON MEDICAL CENTRE   | 85%                | 91%                                       | 96%            | 94%  | 91%  | 92%  | 81%                         | 82%   | 88%   | 86%   | 88%  | 89%  | 1%  |
| THE EAGLE EYE  | 71%                | 71%                                       | 83%            | 76%  | 80%  | 78%  | 58%                         | 54%   | 67%   | 63%   | 72%  | 68%  | -3%   |
| THE BEECHCROFT MEDICAL CENTRE  | 50%                | 50%                                       | 78%            | 69%  | 68%  | 62%  | 54%                         | 53%   | 81%   | 76%   | 66%  | 62%  | -4%   |
| LANFRANC MEDICAL CENTRE  | 83%                | 86%                                       | 92%            | 87%  | 51%  | 48%  | 70%                         | 60%   | 84%   | 72%   | 76%  | 71%  | -5%   |
| SUDBURY COURT SURGERY  | 55%                | 48%                                       | 89%            | 81%  | 67%  | 48%  | 78%                         | 80%   | 78%   | 78%   | 73%  | 67%  | -6%   |
| HAZELDENE MEDICAL CENTRE   | 66%                | 62%                                       | 51%            | 43%  | 59%  | 46%  | 58%                         | 50%   | 78%   | 77%   | 63%  | 56%  | -7%   |
| % of practices that have improved in Qtr3 10/11                          |                    | 67%                                       |                | 47%  |  | 60%  |                             | 60%   |   | 33%   |  | 20%  | 67%   |

| Impact of ACE Programme  67% of Wembley Practices improved their GPPS a         | % of practices Oct 2010 verage so | March<br>2011 |
|---|-----------------------------------|---------------|
| Able to get an appointment quickly' - Averaged No. of on the day appts per week | 133                               | 199           |
| Able to book Ahead - up to 4 weeks ahead  | 40%                               | 93%           |
| Satisfaction with opening time' - Open 45                                       |                                   |               |
| hrs per week  | 67%                               | 87%           |
| Able to get through on the phone - lines per 1,000 pts                          | 0.55                              | 0.6           |
| Able to see prefered GP - patient education and use of locu                     | ims                               |               |

| Performance targets 09/10  | Practic<br>e Code | PBC Cluster   | GP Practice Name      | Lead GP / Senior<br>Partner | Ease of getting through on the phone Qtr3 | Ease of getting through on the phone Qtr3 | Able to get an appoint ment fairly quickly Qtr 09/10 | get an appoint ment fairly quickly Qtr 3 | Able to<br>book<br>ahead<br>Qtr 3<br>09/10 | Able to<br>book<br>ahead<br>Qtr 3<br>10/11 | Able to<br>see<br>preferred<br>GP qtr 3<br>09/10 |          |      | with<br>opening | performa<br>nce Qtr 3<br>09/10 -<br>England<br>Score | Overall Average performa nce Qtr 3 10/11 - England Score | % Improve ment from qtr 3 09/10 - qtr 3 10/11 |
|--|-------------------|---------------|-----------------------|-----------------------------|---|---|--|--|--|--|--|----------|------|-----------------|--|--|---|
| RESULTS FOR NHS BRENT  |                   |               | <u> </u>              |                             |   |   |  |  |  |  |  |          |      |                 |  |  | 101   |
| E84007 HARNESS CO-OP CHURCH LANE SURGERY  KAMAL A - PMS  639A  779A  779 |                   |               |                       |                             |   |   |  |  |  |  |  |          |      |                 |  |  | 1%  |
| EB4003   WEMBLEY   |                   |               | RESULTS FOR NHS BRENT |                             | 61%                                       | 63%                                       | 74%  | 73%                                      | 63%  | 65%  | 66%  | 64%      | 75%  | 75%             | 67%  | 68%  | 1%  |
| E84003   WEMBLEY   | E94067            | HADNESS CO OD | CHUDCH LANE CUDCEDY   | KVWVI V DWG                 | C20/                                      | 700/                                      | 700/   | 040/                                     | F00/                                       | C00/                                       | 470/   | C00/     | 700/ | 040/            | C20/   | 700/   | 100/  |
| EB84029   HARNESS CO-OP   HARLESDEN HARNESS CARE   |                   |               |                       |                             |   |   |  |  |  |  |  |          |      |                 |  |  | 10%   |
| EB8692 KILBURN   MULESDEN REGERS OURGERY   NAIM ZN   1996   197   |                   |               |                       |                             |   |   |  |  |  |  |  |          |      |                 |  |  | 70/   |
| EBATO  KILBURN   WILLESDEN GREEN SURGERY   NAIM ZN   80%   17%   81%   87%   77%   81%   67%   72%   41%   62%   73%   73%   62%   73%   73%   63%   73%   63%   73%   73%   73%   63%   73%     |                   |               |                       |                             |   |   |  |  |  |  |  |          |      |                 |  |  | 7%  |
| EB868  WEMBLEY   |                   |               |                       | _                           |   |   |  |  |  |  |  | <u> </u> |      |                 |  |  | 60/   |
| EB8401 MILLESDEN   THE SURGERY MEDICAL CENTRE   MODIA  |                   |               |                       |                             |   |   |  |  |  |  |  | _        |      |                 |  |  | 60/   |
| E84035   HARNESS CO-OP   THE SURGERY HARROW RD   |                   |               |                       |                             |   |   |  |  |  |  |  |          |      |                 |  |  | 6%  |
| E84025   KILBURN   THE LONSDALE MEDICAL CENTRE   PADHAN A (ILIFFE)   59%   60%   61%   62%   62%   74%   72%   57%   6   |                   |               |                       |                             |   |   |  |  |  |  |  |          |      |                 |  |  |   |
| E84011   WILLESDEN   ST ANDREWS MEDICAL CENTRE   BAURA SK   64%   66%   80%   77%   67%   62%   64%   76%   72%   62%   64%   70%   58%   72%   62%   64%   70%   58%   72%   62%   64%   72%   62%   64%   72%   62%   64%   72%   62%   64%   72%   62%   64%   72%   62%   64%   72%   62%   64%   72%   62%   64%   72%   62%   64%   72%   62%   64%   72%   62%   64%   72%   62%   64%   72%   62%   64%   72%   62%   64%   72%   62%   64%   72%   62%   64%   72%   62%   64%   72%   62%    |                   |               |                       |                             |   |   |  |  |  |  |  |          |      |                 |  |  |   |
| E84665   WILLESDEN   ROUNDWOOD PARK MEDICAL CENTRE   CHATLANI P   79%   88%   72%   63%   62%   64%   73%   80%   73%    |                   |               |                       | \ /                         |   |   |  |  |  |  |  |          |      |                 |  |  |   |
| E84696   KILBURN   |                   |               |                       |                             |   |   |  |  |  |  |  |          |      |                 |  |  |   |
| EB4667   KILBURN   BLESSING MEDICAL CENTRE   OBIEKEWE M   47%   55%   69%   67%   68%   69%   67%   68%   69%   67%   68%   69%   67%   68%   69%   67%   68%   69%   67%   68%   69%   67%   68%   69%   67%   68%   69%   67%   73%      |                   |               |                       |                             |   |   |  |  |  |  |  |          |      |                 |  |  |   |
| VOID90   WEMBLEY   SMS MEDICAL PRACTICE   SODHIS   71%   80%   75%   80%   70%   70%   77%   73%   73%   73%   73%   73%   73%   55%   56%   5   |                   |               |                       |                             |   | _   |  |  |  |  |  |          |      |                 |  |  |   |
| E84035 KILBURN THE MEDICAL CENTRE BALA (ELAHI M) 55% 58% 39% 48% 49% 66% 70% 66% 77% 57% 57% 51% 55% 584 58% 59% 59% 59% 59% 59% 59% 59% 59% 59% 59  |                   |               |                       |                             |   |   |  |  |  |  |  |          |      |                 |  |  |   |
| E84026         HARNESS CO-OP         BUCKINGHAM RD SURGERY         MATTHEW K         30%         64%         97%         65%         75%         64%         64%         79%         85%         79%         83%         79%         79%         83%         79%         79%         83%         79%         79%         83%         79%         79%         83%         79%         79%         83%         79%         79%         83%         79%         79%         83%         79%         79%         83%         4           E84063         WeMBLEY         LANCELOT MEDICAL CENTRE         SABHARWAIN         55%         60%         65%         65%         60%         55%         60%         55%         60%         55%         60%         55%         60%         55%         60%         55%         60%         55%         60%         55%         60%         55%         60%         55%         60%         55%         60%         55%         60%         55%         60%         55%         60%         55%         60%         75%         58%         68%         75%         75%         60%         75%         75%         60%         75%         60%         75%         75%         60%   |                   |               |                       |                             |   |   |  |  |  |  |  |          |      |                 |  |  |   |
| E84701   HARNESS CO-OP   THE CHAPLIN RD SURGER- PATEL   PATE   |                   |               |                       | \ /                         |   |   |  |  |  |  |  |          |      |                 |  |  | 5%  |
| E84063   WEMBLEY   |                   |               |                       |                             |   |   |  |  |  |  |  |          |      |                 |  |  | 4%  |
| E84002         KINGSBURY         FORTY WILLOWS SURGERY         BAYER MM         58%         64%         78%         79%         58%         60%         67%         70%         79%         84%         68%         71%         4           E84690         WILLESDEN         CREST MEDICAL CENTRE         DALSANIA AV         65%         67%         92%         97%         76%         73%         68%         79%         76%         81%         75%         75%         75%         75%         75%         75%         75%         75%         48%         48%         18%         18%         62%         48         48%         18%         48%         75%         75%         57%         57%         57%         57%         57%         57%         57%         57%         57%         57%         57%         57%         57%         57%         57%         57%         57%         48%         48%         57%   |                   |               |                       |                             |   |   |  |  |  |  |  |          |      |                 |  |  | 4%  |
| E84690 WILLESDEN CREST MEDICAL CENTRE DALSANIA AV 65% 67% 92% 97% 76% 73% 68% 79% 76% 81% 75% 79% 4 84 840 75% 79% 76% 81% 75% 79% 4 84 85 85% 84% 85% 85% 85% 85% 85% 85% 85% 85% 85% 85  |                   |               |                       |                             |   |   |  |  |  |  |  |          |      |                 |  |  | 4%  |
| E84020 KINGSBURY THE STAG-HOLLY ROAD SURGERY SHAH AKM 30% 32% 46% 48% 37% 48% 72% 74% 57% 58% 48% 52% 48% 52% 48% 52% 48% 52% 48% 52% 48% 52% 48% 52% 48% 52% 48% 52% 48% 52% 48% 52% 48% 52% 48% 52% 48% 52% 48% 52% 48% 52% 52% 52% 52% 52% 52% 52% 52% 52% 52   |                   |               |                       |                             | 0070                                      | 0+70                                      |  | 7 3 70                                   | JU 70                                      | 0070                                       |  | 1070     |      | 0+70            |  |  | 4%  |
| E84645 HARNESS CO-OP ACTON LANE SURGERY PATELIP 66% 72% 83% 92% 79% 75% 63% 68% 81% 84% 74% 78% 4 E84626 WEMBLEY THE SUNFLOWER MEDICAL CENTRE MAMTORAM 511% 61% 50% 52% 48% 56% 56% 59% 711% 68% 56% 59% 3 E84023 KILBURN PARK HOUSE MEDICAL CENTRE TOOTH B 82% 81% 72% 72% 70% 70% 76% 59% 66% 76% 80% 72% 75% 3 YO0206 WILLESDEN BURNLEY PRACTICE DOKO M 75% 73% 68% 77% 65% 84% 39% 58% 91% 83% 77% 77% 68% 71% 3 E84006 KILBURN THE LAW MEDICAL GENTRE DAS PK - PMS 65% 66% 86% 85% 85% 85% 85% 66% 58% 76% 80% 66% 67% 3 SE84668 WEMBLEY KENTON MEDICAL CENTRE DAS PK - PMS 65% 66% 86% 85% 85% 85% 85% 64% 64% 65% 58% 76% 69% 66% 69% 3 E83654 KILBURN THE LEVER MEDICAL CENTRE MAHESWARAN WT 55% 61% 46% 49% 63% 64% 45% 52% 76% 71% 57% 69% 2 E84637 HARNESS CO-OP HILLTOP MEDICAL PRACTICE RAY S 64% 70% 70% 62% 56% 62% 65% 53% 61% 77% 76% 69% 73% 75% 2 E84704 WILLESDEN ST. GEORGES MEDICAL CENTRE NEOMAN I - PMS 85% 86% 78% 66% 78% 73% 69% 73% 75% 69% 73% 73% 69% 73% 75% 69% 73% 75% 69% 73% 75% 69% 73% 75% 69% 73% 75% 69% 73% 73% 75% 75% 75% 75% 75% 75% 75% 75% 75% 75   |                   |               |                       |                             |   |   |  |  |  |  |  |          |      |                 |  |  | 4%  |
| E84626 WEMBLEY THE SUNFLOWER MEDICAL CENTRE MAMTORA M 51% 61% 50% 52% 48% 66% 58% 59% 71% 68% 56% 59% 3 E84023 KILBURN PARK HOUSE MEDICAL CENTRE TOOTH B 82% 81% 72% 72% 70% 70% 70% 65% 76% 80% 72% 75% 3 E84706 KINGSBURY FRYENT MEDICAL CENTRE SELWYN A - GMS (EX LEV 49% 55% 85% 84% 39% 56% 59% 65% 76% 80% 72% 75% 3 E84066 KILBURN BURNLEY PRACTICE DOKO M 75% 73% 68% 77% 66% 77% 66% 77% 77% 68% 77% 77% 68% 77% 68% 77% 68% 77% 77% 68% 77% 68% 77% 68% 77% 77% 68% 77% 68% 77% 68% 77% 68% 77% 68% 77% 77% 68% 68% 68% 68% 58% 58% 76% 80% 64% 67% 3 E84668 WEMBLEY KENTON MEDICAL CENTRE DAS PK. PMS 65% 68% 88% 88% 88% 88% 88% 88% 88% 88% 88  |                   |               |                       |                             |   |   |  |  |  |  |  |          |      |                 |  |  | 4%  |
| E84023 KILBURN PARK HOUSE MEDICAL CENTRE TOOTH B 82% 81% 72% 72% 70% 76% 59% 65% 76% 80% 72% 75% 3 E84706 KINGSBURY FRYENT MEDICAL CENTRE SELWYN A - GMS (EX LEV 49% 55% 85% 84% 39% 58% 91% 83% 77% 77% 77% 68% 71% 3 Y00206 WILLESDEN BURNLEY PRACTICE DOKO M 75% 73% 68% 77% 65% 70% 70% 72% 73% 77% 70% 74% 3 E84006 KILBURN THE LAW MEDICAL GROUP PRACTICE SHIELDS J - PMS 57% 56% 72% 73% 60% 68% 56% 56% 58% 76% 60% 64% 67% 3 E84668 WEMBLEY KENTON MEDICAL CENTRE DAS PK - PMS 65% 68% 85% 85% 64% 45% 52% 76% 71% 57% 59% 2 E84637 HARNESS CO-OP HILLTOP MEDICAL PRACTICE RAY S 64% 70% 62% 56% 62% 65% 53% 61% 77% 76% 69% 69% 62% 66% 62% 65% 53% 61% 77% 76% 69% 73% 73% 75% 2 E84086 WILLESDEN WALM LANE SURGERY IMMESON (COATES) 76% 76% 66% 79% 66% 79% 73% 73% 82% 73% 73% 83% 82% 74% 78% 79% 81% 2 E84051 WEMBLEY STANLEY CORNER MEDICAL CENTRE NEOMAN I - PMS 86% 86% 78% 82% 73% 73% 83% 82% 74% 78% 79% 81% 2 E84028 HARNESS CO-OP BRENTFIELD MEDICAL CENTRE GELLERT S - PMS 49% 55% 64% 65% 52% 56% 62% 65% 52% 88% 79% 81% 59% 61% 52% 66% 52% 88% 79% 81% 59% 61% 52% 61% 56% 62% 65% 52% 88% 79% 81% 59% 61% 52% 68% 56% 56% 52% 88% 79% 81% 55% 61% 56% 62% 65% 52% 88% 58% 79% 81% 55% 61% 55% 61% 56% 62% 65% 52% 88% 59% 61% 59% 61% 55% 61% 56% 62% 65% 52% 88% 59% 73% 73% 83% 82% 74% 78% 79% 61% 56% 62% 65% 55% 52% 88% 59% 61% 59% 61% 55% 61% 56% 62% 65% 56% 66% 79% 66% 72% 66% |                   |               |                       |                             |   |   |  |  |  |  |  |          |      |                 |  |  | 4%  |
| E84706 KINGSBURY FRYENT MEDICAL CENTRE SELWYN A - GMS (EX LEV 49% 55% 85% 84% 39% 58% 91% 83% 77% 77% 68% 71% 3 Y00206 WILLESDEN BURNLEY PRACTICE DOKO M 75% 73% 68% 77% 65% 70% 70% 72% 73% 77% 70% 74% 3 E84006 KILBURN THE LAW MEDICAL GROUP PRACTICE SHIELDS J - PMS 57% 56% 72% 73% 60% 68% 56% 58% 76% 80% 64% 67% 3 E84668 WEMBLEY KENTON MEDICAL CENTRE DAS PK - PMS 65% 68% 85% 87% 61% 75% 49% 46% 74% 69% 66% 69% 3 E83654 KILBURN THE LEVER MEDICAL CENTRE MAHESWARAN WT 55% 61% 46% 49% 63% 64% 45% 52% 76% 71% 57% 59% 2 E84637 HARNESS CO-OP HILLTOP MEDICAL PRACTICE RAY S 66% 70% 62% 56% 62% 56% 52% 76% 71% 75% 69% 75% 2 E84051 WILLESDEN ST.GEORGES MEDICAL CENTRE NEOMANI - PMS 86% 88% 78% 78% 71% 78% 71% 78% 79% 78% 71% 78% 79% 78% 71% 78% 79% 78% 79% 78% 79% 79% 79% 61% 52% 66% 79% 81% 2 E84031 HARNESS CO-OP BRENTFIELD MEDICAL CENTRE SINGHT G 53% 60% 78% 79% 61% 56% 52% 43% 46% 85% 84% 59% 61% 2 E84028 HARNESS CO-OP THE STONEBRIDGE MEDICAL PRACTICE JAYAKUMAR 45% 27% 49% 52% 42% 54% 64% 61% 66% 81% 53% 55% 2 E84056 KILBURN THE CLARENCE MEDICAL PRACTICE JAYAKUMAR 45% 27% 49% 52% 42% 54% 64% 61% 66% 81% 53% 55% 2 E84056 KILBURN THE CLARENCE MEDICAL PRACTICE JAYAKUMAR 45% 27% 49% 52% 42% 54% 64% 61% 66% 81% 53% 55% 2 E84056 KILBURN THE CLARENCE MEDICAL PRACTICE JAYAKUMAR 45% 27% 49% 52% 42% 54% 64% 61% 66% 81% 53% 55% 2 E84056 KILBURN THE CLARENCE MEDICAL PRACTICE JAYAKUMAR 45% 27% 49% 52% 42% 54% 64% 61% 66% 81% 53% 55% 2 E84056 KILBURN THE CLARENCE MEDICAL PRACTICE JAYAKUMAR 45% 27% 49% 52% 42% 54% 64% 61% 66% 81% 53% 55% 2 E84056 KILBURN THE CLARENCE MEDICAL PRACTICE JAYAKUMAR 45% 27% 49% 52% 42% 54% 64% 64% 61% 66% 81% 53% 55% 2 E84056 KILBURN THE CLARENCE MEDICAL PRACTICE JAYAKUMAR 45% 27% 49% 52% 42% 54% 64% 64% 61% 66% 81% 82% 83% 8 |                   |               |                       |                             |   |   |  |  |  |  |  |          |      |                 |  |  | 3%  |
| Y00206         WILLESDEN         BURNLEY PRACTICE         DOKO M         75%         73%         68%         77%         65%         70%         72%         73%         77%         70%         74%         3           E84006         KILBURN         THE LAW MEDICAL GROUP PRACTICE         SHIELDS J - PMS         57%         56%         72%         73%         60%         68%         56%         58%         76%         80%         64%         67%         3           E84668         WEMBLEY         KENTON MEDICAL CENTRE         DAS PK - PMS         65%         68%         85%         87%         61%         75%         48%         46%         74%         69%         66%         69%         3           E84668         KILBURN         THE LEVER MEDICAL CENTRE         MAHESWARAN WT         55%         61%         46%         49%         63%         64%         45%         52%         76%         71%         57%         59%         2           E84637         HARNESS CO-OP         HILLTOP MEDICAL PRACTICE         RAY S         64%         70%         62%         56%         53%         61%         77%         76%         66%         22%         65%         53%         61%         77%   |                   |               |                       |                             |   |   |  |  |  |  |  |          |      |                 |  |  | 3%  |
| E84006         KILBURN         THE LAW MEDICAL GROUP PRACTICE         SHIELDS J - PMS         57%         56%         72%         73%         60%         68%         56%         58%         76%         80%         64%         67%         3           E84668         WEMBLEY         KENTON MEDICAL CENTRE         DAS PK - PMS         65%         68%         85%         87%         61%         75%         48%         46%         74%         69%         66%         69%         3           E84637         HARNESS CO-OP         HILLTOP MEDICAL PRACTICE         RAY S         64%         70%         62%         56%         62%         65%         53%         61%         77%         76%         66%         2           E84086         WILLESDEN         WALM LANE SURGERY         IMMESON (COATES)         76%         76%         66%         71%         77%         78%         71%         79%         73%         69%         73%         75%         2           E84704         WILLESDEN         ST.GEORGES MEDICAL CENTRE         NEOMAN I - PMS         86%         88%         78%         82%         73%         73%         83%         82%         74%         78%         79%         81%         2  |                   |               |                       | `                           |   |   |  |  |  |  |  |          |      |                 |  |  |   |
| E84668 WEMBLEY KENTON MEDICAL CENTRE DAS PK - PMS 65% 68% 85% 87% 61% 75% 48% 46% 74% 69% 66% 69% 3 E83654 KILBURN THE LEVER MEDICAL CENTRE MAHESWARAN WT 55% 61% 46% 49% 63% 64% 45% 52% 76% 71% 57% 59% 2 E84637 HARNESS CO-OP HILLTOP MEDICAL PRACTICE RAY S 64% 70% 62% 56% 62% 65% 53% 61% 77% 76% 64% 66% 2 E84086 WILLESDEN WALM LANE SURGERY IMMESON (COATES) 76% 76% 66% 71% 77% 78% 71% 79% 73% 69% 73% 75% 2 E84704 WILLESDEN ST.GEORGES MEDICAL CENTRE NEOMAN I - PMS 86% 88% 78% 82% 73% 73% 83% 82% 74% 78% 79% 81% 2 E84051 WEMBLEY STANLEY CORNER MEDICAL CENTRE SINGH T G 53% 60% 78% 79% 61% 56% 62% 66% 79% 80% 66% 68% 2 E84028 HARNESS CO-OP BRENTFIELD MEDICAL CENTRE GELLERT S - PMS 49% 56% 64% 67% 56% 52% 43% 46% 85% 84% 59% 61% 2 E84026 KILBURN THE CLARENCE MED CENTRE MAHMOOD K 74% 77% 88% 85% 71% 87% 92% 82% 83% 84% 82% 83% 2 E8408 83% 82% 82% 83% 84% 82% 83% 84% 82% 83% 82% 83% 84% 82% 83% 82% 83% 82% 83% 84% 82% 83% |                   |               |                       |                             |   |   |  |  |  |  |  | _        |      |                 |  |  | 3%  |
| E83654         KILBURN         THE LEVER MEDICAL CENTRE         MAHESWARAN WT         55%         61%         46%         49%         63%         64%         45%         52%         76%         71%         57%         59%         2           E84637         HARNESS CO-OP         HILLTOP MEDICAL PRACTICE         RAY S         64%         70%         62%         56%         65%         53%         61%         77%         76%         66%         2           E84086         WILLESDEN         WALM LANE SURGERY         IMMESON (COATES)         76%         76%         66%         71%         77%         78%         71%         79%         73%         69%         73%         75%         2           E84704         WILLESDEN         ST.GEORGES MEDICAL CENTRE         NEOMAN I - PMS         86%         88%         78%         82%         73%         73%         83%         82%         74%         78%         79%         81%         2           E84051         WEMBLEY         STANLEY CORNER MEDICAL CENTRE         SINGH TG         53%         60%         78%         79%         61%         56%         62%         66%         79%         80%         66%         68%         2           E8403  |                   |               |                       |                             |   |   |  |  |  |  |  |          |      |                 |  |  | 3%  |
| E84637         HARNESS CO-OP         HILLTOP MEDICAL PRACTICE         RAY S         64%         70%         62%         56%         62%         65%         53%         61%         77%         76%         66%         2           E84086         WILLESDEN         WALM LANE SURGERY         IMMESON (COATES)         76%         76%         66%         71%         77%         78%         71%         79%         69%         73%         75%         2           E84704         WILLESDEN         ST.GEORGES MEDICAL CENTRE         NEOMAN I - PMS         86%         88%         78%         82%         73%         73%         83%         82%         74%         78%         79%         81%         2           E84051         WEMBLEY         STANLEY CORNER MEDICAL CENTRE         SINGH TG         53%         60%         78%         79%         61%         56%         62%         66%         79%         80%         66%         68%         2           E84031         HARNESS CO-OP         BRENTFIELD MEDICAL CENTRE         GELLERT S - PMS         49%         56%         64%         67%         56%         52%         43%         46%         85%         84%         59%         61%         2         2   |                   |               |                       |                             |   |   |  |  |  |  |  |          |      |                 |  |  | 3%  |
| E84086 WILLESDEN WALM LANE SURGERY IMMESON (COATES) 76% 76% 66% 71% 77% 78% 71% 79% 73% 69% 73% 75% 22   E84704 WILLESDEN ST.GEORGES MEDICAL CENTRE NEOMAN I - PMS 86% 88% 78% 82% 73% 73% 83% 82% 74% 78% 79% 81% 22   E84051 WEMBLEY STANLEY CORNER MEDICAL CENTRE SINGH T G 53% 60% 78% 79% 61% 56% 62% 66% 79% 80% 66% 68% 22   E84031 HARNESS CO-OP BRENTFIELD MEDICAL CENTRE GELLERT S - PMS 49% 56% 64% 67% 56% 52% 43% 46% 85% 84% 59% 61% 22   E84028 HARNESS CO-OP THE STONEBRIDGE MEDICAL PRACTICE JAYAKUMAR 45% 27% 49% 52% 42% 54% 64% 61% 66% 81% 53% 55% 22   E84056 KILBURN THE CLARENCE MED CENTRE MAHMOOD K 74% 77% 88% 85% 71% 87% 92% 82% 83% 84% 82% 83% 2  |                   |               |                       |                             |   |   |  |  |  |  |  |          |      |                 |  |  | 2%  |
| E84704         WILLESDEN         ST.GEORGES MEDICAL CENTRE         NEOMAN I - PMS         86%         88%         78%         82%         73%         83%         82%         74%         78%         79%         81%         2           E84051         WEMBLEY         STANLEY CORNER MEDICAL CENTRE         SINGH T G         53%         60%         78%         79%         61%         56%         62%         66%         79%         80%         66%         68%         2           E84031         HARNESS CO-OP         BRENTFIELD MEDICAL CENTRE         GELLERT S - PMS         49%         56%         64%         67%         56%         52%         43%         46%         85%         84%         59%         61%         2           E84028         HARNESS CO-OP         THE STONEBRIDGE MEDICAL PRACTICE         JAYAKUMAR         45%         27%         49%         52%         42%         54%         64%         61%         66%         81%         53%         55%         2           E84056         KILBURN         THE CLARENCE MED CENTRE         MAHMOOD K         74%         77%         88%         85%         71%         87%         92%         82%         83%         83%         2   |                   |               |                       |                             |   |   |  |  |  |  |  |          |      |                 |  |  | 2%  |
| E84051       WEMBLEY       STANLEY CORNER MEDICAL CENTRE       SINGH T G       53%       60%       78%       79%       61%       56%       62%       66%       79%       80%       66%       68%       2         E84031       HARNESS CO-OP       BRENTFIELD MEDICAL CENTRE       GELLERT S - PMS       49%       56%       64%       67%       56%       52%       43%       46%       85%       84%       59%       61%       2'         E84028       HARNESS CO-OP       THE STONEBRIDGE MEDICAL PRACTICE       JAYAKUMAR       45%       27%       49%       52%       42%       54%       64%       61%       66%       81%       53%       55%       2'         E84056       KILBURN       THE CLARENCE MED CENTRE       MAHMOOD K       74%       77%       88%       85%       71%       87%       92%       82%       83%       84%       82%       83%       2'  |                   |               |                       | , ,                         |   |   |  |  |  |  |  |          |      |                 |  |  | 270   |
| E84031         HARNESS CO-OP         BRENTFIELD MEDICAL CENTRE         GELLERT S - PMS         49%         56%         64%         67%         56%         52%         43%         46%         85%         84%         59%         61%         22%           E84028         HARNESS CO-OP         THE STONEBRIDGE MEDICAL PRACTICE         JAYAKUMAR         45%         27%         49%         52%         42%         54%         64%         61%         66%         81%         53%         55%         22%           E84056         KILBURN         THE CLARENCE MED CENTRE         MAHMOOD K         74%         77%         88%         85%         71%         87%         92%         82%         83%         84%         82%         83%         22   |                   |               |                       |                             |   |   |  |  |  |  |  |          |      |                 |  |  | 270   |
| E84028       HARNESS CO-OP       THE STONEBRIDGE MEDICAL PRACTICE       JAYAKUMAR       45%       27%       49%       52%       42%       54%       64%       61%       66%       81%       53%       55%       2         E84056       KILBURN       THE CLARENCE MED CENTRE       MAHMOOD K       74%       77%       88%       85%       71%       87%       92%       82%       83%       84%       82%       83%       2   |                   |               |                       |                             |   |   |  |  |  |  |  |          |      |                 |  |  | 270   |
| E84056 KILBURN THE CLARENCE MED CENTRE MAHMOOD K 74% 77% 88% 85% 71% 87% 92% 82% 83% 84% 82% 83% 2   |                   |               |                       |                             |   |   |  |  |  |  |  |          |      |                 |  |  | 270   |
|  |                   |               |                       |                             |   |   |  |  |  |  |  |          |      |                 |  |  | 270   |
|  |                   |               |                       |                             |   |   |  |  |  |  |  |          |      |                 |  |  | 270   |
| E84678 WEMBLEY PRESTON MEDICAL CENTRE PATEL A R 85% 91% 96% 94% 91% 92% 81% 82% 88% 86% 88% 89% 11   |                   |               |                       |                             |   |   |  |  | 57%  |  |  |          |      |                 |  |  | 170   |

| E84624 HARNESS CO-OP | PARK ROAD SURGERY                 | DAS L                 | 67% | 73% | 75% | 77% | 72% | 80% | 66% | 48% | 73% | 80% | 71% | 71% | 1%  |
|----------------------|-----------------------------------|-----------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| E84074 HARNESS CO-OP | FREUCHEN MEDICAL CENTRE           | PANCH S               | 66% | 71% | 76% | 75% | 72% | 76% | 77% | 70% | 75% | 76% | 73% | 74% | 1%  |
| E84674 KILBURN       | CHICHELE ROAD SURGERY             | RANADE                | 61% | 60% | 76% | 86% | 67% | 63% | 62% | 69% | 75% | 66% | 68% | 69% | 0%  |
| E84708 WILLESDEN     | THE VILLAGE MEDICAL CENTRE        | BHARGAVA S            | 64% | 66% | 88% | 91% | 79% | 71% | 75% | 87% | 76% | 69% | 76% | 77% | 0%  |
| E84036 WILLESDEN     | GLADSTONE MC                      | DE KARE-SILVER NS     | 45% | 57% | 50% | 52% | 67% | 58% | 61% | 59% | 81% | 79% | 61% | 61% | 0%  |
| E84032 KINGSBURY     | ELLIS PRACTICE                    | SALINSKY JV           | 66% | 56% | 90% | 92% | 44% | 50% | 66% | 67% | 83% | 85% | 70% | 70% | 0%  |
| E84049 KINGSBURY     | BRAMPTON HEALTH CENTRE            | SOBTI UK              | 77% | 82% | 88% | 76% | 82% | 80% | 89% | 93% | 61% | 66% | 79% | 79% | 0%  |
| E84015 KINGSBURY     | WILLOW TREE FAMILY DOCTORS        | SELWYN A - PMS        | 64% | 65% | 80% | 83% | 57% | 59% | 73% | 67% | 80% | 80% | 71% | 71% | 0%  |
| E84076 HARNESS CO-OP | OXGATE GARDENS SURGERY            | KELLERMAN (JONES)     | 50% | 56% | 74% | 70% | 70% | 70% | 74% | 72% | 77% | 78% | 69% | 69% | 0%  |
| Y02692 HARNESS CO-OP | BRENT GP ACCESS UNIT HARNESS-     |                       |     | 72% |     | 89% |     | 80% |     | 58% |     | 89% | 0%  | 78% | 0%  |
| E84080 KILBURN       | STAVERTON SURGERY                 | BURCH AM - PMS        | 70% | 74% | 65% | 68% | 69% | 73% | 55% | 46% | 84% | 80% | 69% | 68% | 0%  |
| E84620 KINGSBURY     | PRESTON ROAD SURGERY              | BALAN KN - PMS        | 77% | 83% | 85% | 85% | 72% | 73% | 85% | 77% | 86% | 87% | 81% | 81% | 0%  |
| E84007 KINGSBURY     | UXENDON CRESCENT SURGERY          | PATEL J               | 79% | 78% | 87% | 88% | 74% | 72% | 95% | 91% | 81% | 83% | 83% | 83% | -1% |
| E84033 KINGSBURY     | CHALKHILL FAMILY PRACTICE         | HUSSAIN               | 67% | 71% | 64% | 61% | 65% | 61% | 67% | 65% | 77% | 78% | 68% | 67% | -1% |
| E84705 KILBURN       | CHAMBERLAYNE RD SURGERY           | PATEL J               | 64% | 61% | 72% | 67% | 71% | 70% | 76% | 81% | 61% | 59% | 69% | 68% | -1% |
| E84021 WILLESDEN     | THE WILLESDEN MEDICAL CENTRE      | PETER (DESHMUKH)      | 22% | 18% | 59% | 61% | 34% | 34% | 35% | 32% | 62% | 62% | 43% | 41% | -1% |
| E84661 KINGSBURY     | PRIMARY CARE MEDICAL CENTRE       | SHAH A                | 65% | 62% | 91% | 88% | 59% | 52% | 61% | 66% | 80% | 81% | 71% | 70% | -1% |
| E84699 KINGSBURY     | KINGS EDGE                        | KUMAR PV - PMS        | 35% | 30% | 65% | 66% | 55% | 57% | 37% | 31% | 58% | 57% | 50% | 48% | -2% |
| E84012 KILBURN       | THE WINDMILL MEDICAL PRACTICE     | ROBINSON AL (MITCHLEY | 88% | 88% | 94% | 93% | 92% | 89% | 82% | 80% | 89% | 86% | 89% | 87% | -2% |
| E84709 HARNESS CO-OP | WEMBLEY PARK DRIVE MEDICAL CENTRE | ROSS J                | 60% | 58% | 77% | 70% | 58% | 58% | 50% | 54% | 79% | 75% | 65% | 63% | -2% |
| E84669 WEMBLEY       | THE EAGLE EYE                     | PATEL S               | 71% | 71% | 83% | 76% | 80% | 78% | 58% | 54% | 67% | 63% | 72% | 68% | -3% |
| E84030 HARNESS CO-OP | AKSYR MEDICAL PRACTICE            | KHAN MAA              | 60% | 59% | 70% | 64% | 70% | 64% | 73% | 68% | 72% | 72% | 69% | 65% | -4% |
| E84077 KILBURN       | THE SHELDON PRACTICE              | SHAH UU               | 75% | 75% | 94% | 97% | 95% | 85% | 93% | 85% | 85% | 81% | 88% | 85% | -4% |
| E84042 KILBURN       | KILBURN PARK MEDICAL CENTRE       | TATE A                | 47% | 39% | 65% | 63% | 63% | 64% | 68% | 66% | 87% | 78% | 66% | 62% | -4% |
| E84084 WEMBLEY       | THE BEECHCROFT MEDICAL CENTRE     | CLARK HELEN           | 50% | 50% | 78% | 69% | 68% | 62% | 54% | 53% | 81% | 76% | 66% | 62% | -4% |
| E84662 KINGSBURY     | THE GIRTON PRACTICE               | BANERJEE N            | 68% | 74% | 96% | 89% | 90% | 79% | 83% | 78% | 84% | 79% | 84% | 80% | -4% |
| E84083 WEMBLEY       | LANFRANC MEDICAL CENTRE           | MEHTA PC - PMS        | 83% | 86% | 92% | 87% | 51% | 48% | 70% | 60% | 84% | 72% | 76% | 71% | -5% |
|                      | THE TUDOR HOUSE MEDICAL CENTRE    | GOSAIN RK - PMS       | 71% | 78% | 95% | 84% | 61% | 53% | 79% | 71% | 85% | 79% | 78% | 73% | -5% |
| E84665 WILLESDEN     | NEASDEN MEDICAL CENTRE GREENHILL  | RASOOLY R             | 78% | 71% | 87% | 82% | 81% | 65% | 64% | 63% | 74% | 75% | 77% | 71% | -6% |
| E84013 HARNESS CO-OP | CHURCH END MEDICAL CENTRE         | KONG E - PMS          | 47% | 44% | 73% | 78% | 62% | 49% | 60% | 42% | 81% | 81% | 64% | 59% | -6% |
|                      | SUDBURY COURT SURGERY             | OMODU U               | 55% | 48% | 89% | 81% | 67% | 48% | 78% | 80% | 78% | 78% | 73% | 67% | -6% |
| E84066 WEMBLEY       | HAZELDENE MEDICAL CENTRE          | MAHMOODI J            | 66% | 62% | 51% | 43% | 59% | 46% | 58% | 50% | 78% | 77% | 63% | 56% | -7% |
| E84048 KINGSBURY     | THE FRYENT WAY SURGERY            | KRAUS PD              | 72% | 64% | 81% | 77% | 75% | 65% | 69% | 61% | 77% | 71% | 75% | 67% | -7% |

ACE Programme Outcomes Qtr 3
10/11
62 % of practices improved their score
7% of practices stayed the same
31% did not score as well

|                              | Qtr 3 | QTR 3 |
|------------------------------|-------|-------|
|                              | 09/10 | 10/11 |
| above england average >75%   | 27%   | 34%   |
| above brent average >68%<75% | 31%   | 20%   |
| below brent average <75%     | 40%   | 36%   |

