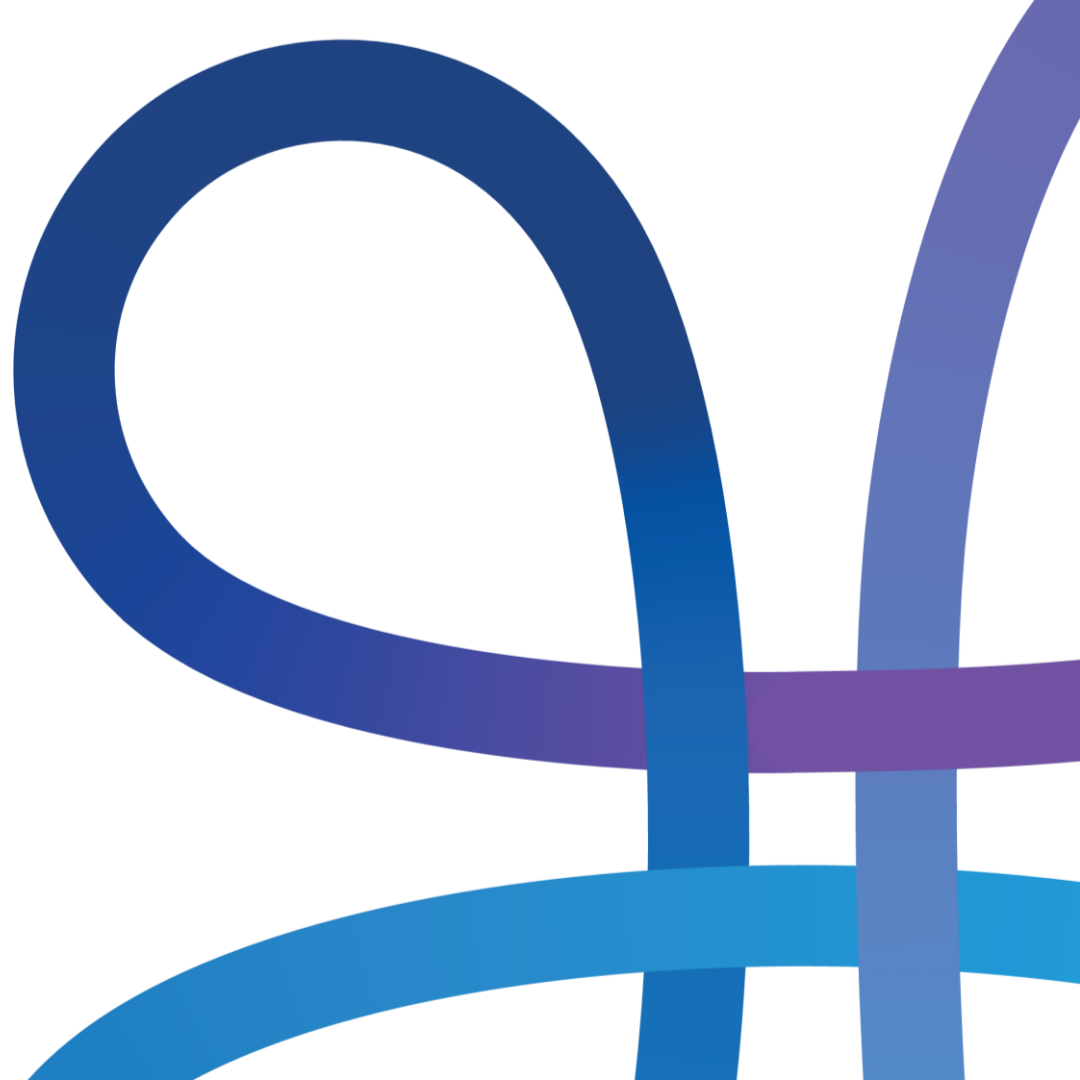




Operose Health

Overview May 2024



Our purpose: To deliver great primary care by improving access, outcomes and patient experience.

Long term ambition

- ✓ We are **committed** to being a long-term provider in the NHS.
- ✓ To **continue to improve** the quality of our care.
- ✓ To **support** our employees to be the best they can be.
- ✓ We will **continue to extend** our reach to build primary care at scale and realise the benefits that this can bring to patients and the NHS.
- ✓ We will ensure **good growth**
 - GP practices and urgent care
 - In areas where we already have clusters of patient groups and areas aligned to our current reach.

Our values



Caring

We listen and through compassion, understanding and a willingness to keep an open mind, we support and empower people to have a healthier future.



Ambitious

Through determination and our passion for transforming the patient experience, we continue to redefine and revolutionise the future of primary care.



Resourceful

Creative, agile, with a devotion for lifelong learning, we go above and beyond to improve the quality of our services.



Excellence

We strive to do the best we can do and be the best we can be for our patients, employees and NHS partners.

What will the future to hold

Operose Health will continue to operate as we do today but with the benefit of wider group expertise, support and resilience through sister companies HCRG Care Group (NHS Community Services) and HCRG Workforce Solutions.

Operose Health will remain a primary care provider – GP Practices, Hubs and Urgent Care

Bringing together Operose Health and HCRG Care Group's primary care services to share best practice

No change to frontline services for patients

We can work together in the future on if and how transformation and change can deliver further benefits to primary care.

Operose Health continues to grow our offering to patients and commissioners

A continuation of the digitally enabled & data-driven, high-quality services enabling rapid navigation to the right health professional for them.

A strong platform, ready to grow and offer more

Access to further investment, recruitment and workforce expertise to operate at scale and address the workforce challenges across primary and community care.

The right model for the future of primary & community care

Delivering against patient and commissioner expectations, the combined group can work with the NHS to shape and deliver a more integrated care model and a shift to a data - driven, proactive and personalised preventative approach.

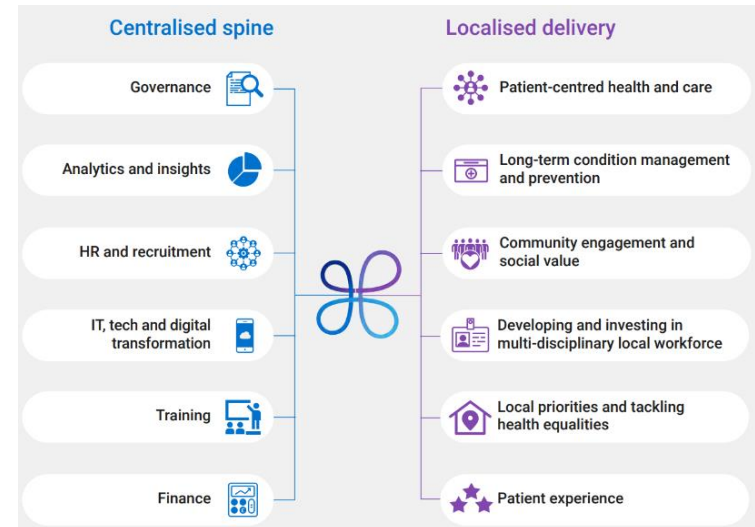
UK based, UK managed and paying tax in the UK

Operose Health is part of an entirely domestic UK health and care group who support a range of NHS services across the UK.

Operose Health – our offer



- ✓ **100% of our London practices are rated as Good or Outstanding by the CQC (97% of all Operose Health practices nationally).**
- ✓ **77% of employees are proud to work at their practice.**
- ✓ **Committed to being a long-term partner to the NHS.**
- ✓ **All practices are part of the 'Safe Surgeries Initiative'.**
- ✓ **Dedicated to reducing healthcare inequalities.**
- ✓ **Caretaker of surgeries that require immediate assistance and turnaround.**
- ✓ **In house technology:**
 - ✓ Patient online consultation app Dr iQ.
 - ✓ A unique document management system EZ Doc.
 - ✓ GP data management solution, EZ Analytics.
- ✓ **Local teams delivering high quality care, supported by central teams and robust clinical and operational leadership.**
- ✓ **The Operose Health model allows for additional efficiencies and resilience in primary care – no matter the size of the population.**



The surgeries story – the Operose Health impact



The Lister Practice - where we started

- The Lister Practice was previously two separate surgeries co-located at The Lister Health Centre.
- Both surgeries were performing poorly, had low levels of patient experience, premises issues and one was rated inadequate by the CQC and lacked adequate staffing.
- Through our APMS contract, we had to bring the two surgeries together.

The improvements

- December 2019 the practice was **rated good overall, and in all domains, by CQC**.
- Implemented robust telephone triage.
- Increased **permanent staff including GPs** and a practice manager.
- **Increased the skill mix** within the practice to increase patient access.
- **Increased monitoring and safety**.
- **Better health outcomes** for patients.
 - Diabetic patients, achieving 40% increase in diabetes 8 care processes.
 - 48% increase of flu across the >65s, carers and children within the first few months of contract.

Goodmans Field Medical Practice – where we started

- Two separate practices merged into one in 2021.
- Both surgeries were performing poorly, had low levels of patient experience, high levels of health inequality, poor staffing culture and poorer patient outcomes.

The improvements

- We worked with patients to design the **new health centre**.
- Key focus of **improving patient experience and education**.
 - Huge reduction in the number of patient complaints received.
 - Monthly **patient feedback drop-in session**.
 - Increase in patient engagement through **targeted events**.
- New **cloud-based telephony system** increased access and patient experience.
 - A wallboard allows the team to **closely monitor call volumes** and manage demand appropriately.
- **Now we are one of the top performing practices in Tower Hamlets**. [Read the latest Healthwatch report here](#).

CGH Partnership – where we started

- Three separate practices that had merged into one in 2018 but were still experiencing difficulties.
- Partners due to retire, difficulty in recruiting, financial instability, increasing patient demand, poor access.
- Rated Requires Improvement by the CQC.

The improvements

- **Rated Good overall, and in all domains, by CQC** in 2021.
- **16% increase in GP/ACP appointments** from Jan 2023 to Jan 2024.
- 27.61 WTE employees recruited since July 2023, including 3.4 WTE GPs.
- **Improvement in telephony access** – new telephone technology implemented and 43% of the practice population, **over 22,000 patients, use Dr iQ**.
- Over **95% achievement in QOF** for 23/24.
- **80% of patients would recommend the practice** to family and friends (48% increase since June 2023).
- The introduction of **“feedback week”** each month highlights specific areas for improvement and demonstrates the reception team's commitment to enhancing patient experience.

Lambeth Hypertension Project

A year-long project by our two Lambeth practices significantly reduced the difference in blood pressure control between BAME and white patients - eradicating that health inequality gap entirely.

Outcomes

- **87% of all patients aged under 80 are now controlled**, compared to 61% a year earlier.
- **95% of all patients aged 80 or more are now controlled**, compared to 77% a year earlier.
- **Our PCN has 20% better control** than the next best PCN in Lambeth for hypertensive patients under 80 years old.
- Despite the high levels of deprivation in the communities we serve, **our patients now have the best blood pressure outcomes** of any PCN in South East London

[Read more here.](#)

Safe Surgeries

Everyone in our communities is welcome at our practices. We work hard to make sure no one is excluded from healthcare.

This means that:

- Patients can register at our practices without a proof of address.
- Nationality or immigration status does not affect patient's right to register with us.
- We won't ask for immigration documents when patients register at our practices.
- We let patients know their information is safe with us.

In partnership with [Doctors of the world UK](#), our practice offers a welcoming space for everyone.

Earls Court Health Centre - Asylum Seekers project

We **work alongside local hotels housing asylum seekers**, to encourage those who are new to the local area to engage with local services. This includes:

- How to register with and access primary care.
- How to lead a healthier life.
- How they can better manage long-term conditions.
- Where they can get social help.

We run **special PPGs in languages most prevalent** in the area. We have held our first Farsi PPG and have sessions planned for Arabic, Kurdish and Spanish speakers. This targeted approach means that we can **receive feedback from harder to reach cohorts** so that our service is more responsive and adapted to our specific patient population.

We want to ensure that our services and information we provide to our patients are as accessible as possible. To make our surgery websites easier to access, we use the **Recite Me tool** which allows users to customise how they view our websites. Users can utilise screen readers, styling options, reading support, test-to-speech, and language translation.

The surgeries story – patient and community engagement

As part of our approach to supporting our local communities, tackling health inequalities, improving outcomes, patient experience and patient education we actively engage with patients and communities.

In many of our practices we look after a large and diverse group of patients - with significant proportions of non-English speaking patients and a number of asylum seekers.

To make a positive difference in the lives of each of our patients and help them to lead healthier lives, we know that our approach to out-reach work, health promotion and patient education has to be different. It has to be targeted, specific and in line with the needs of the population.

Our sites work closely with key local services and colleagues such as Community Team Champions, Healthwatch teams and social prescribers, to provide our patients with the education and support that best suits them.

For example, in one West London practice alone, we work with:

- Community Team Champions
- Social prescribers
- Local food and clothing banks
- Maternity champions
- St Mary Abbots rehabilitation & Training
- Mind (Kensington & Chelsea branch)
- Age UK (Kensington & Chelsea branch)



Cervical Screening Event

Location: Mitchison Road Surgery
Date: Friday 12th April 2024
Time: 4-6:30pm

Cervical screening is a free NHS test and is one of the best ways you can protect yourself against cervical cancer.

Are you worried about having your cervical screening, also known as a smear test?

Are you overdue to have yours done?

Why not come down to Mitchison Road Surgery on Thursday 11th April to discuss cervical screening with our doctors and nurses – they are happy to talk through any questions or concerns that you have.

Cervical Screening (smear tests)

- Cervical screening checks the health of your cervix and helps find any abnormal changes before they can turn into cancer.
- All women and people with a cervix between the ages of 25 and 64 should go for regular cervical screening. You'll get a letter in the post inviting you to make an appointment. How often you are invited depends on your age.
- Nurses perform this test. They will talk you through the screening and make you feel as comfortable as possible.



The surgeries story – patient and community engagement
Examples of recent patient and community engagement events across London and national sites:

- Women's health events
- Immunisation events
- Managing diabetes during Ramadan
- Neighbourhood events
- Social prescribing.

We are committed to adding value to all the communities that we serve

- ✓ **We support local economic and social development within our communities.**
- ✓ **Recruiting locally – our teams reflect our practice populations.**
- ✓ **Apprenticeships opportunities.**
- ✓ **Disability Confident Employer.**
- ✓ **Pride in Practice surgeries.**
- ✓ **Veteran’s practices – with the ambition to extend this to all practices.**
- ✓ **GP Training practices.**
- ✓ **NHS Net Zero commitment.**
- ✓ **Patient education and engagement events.**
- ✓ **Freedom to Speak Up Guardians**
- ✓ **Safe Surgeries Initiative.**
- ✓ **Promoting healthier lifestyles to patients and employees – for example free online employee yoga videos.**
- ✓ **Hidden Disabilities (Sunflower scheme) partner.**
- ✓ **Operose Health Charter for our suppliers (Supplier Social Value Code of Conduct) – engaging with suppliers who also support local economic and social development.**
- ✓ **Cycle to work scheme.**
- ✓ **Employee Assistance Programme.**
- ✓ **Corporate charitable donations.**

Our social value work and future aspirations align with the Government’s five core social value themes.

Recruitment December 2023 – March 2024



All sites	Total FTE	All London sites	Total FTE	All National sites	Total FTE
ANP/ACP	3.47	ANP/ACP	-	ANP/ACP	3.47
RMD GP	0.22	RMD GP	0.22	RMD GP	-
GP	20.05	GP	15.00	GP	5.04
HCA	5.92	HCA	2.37	HCA	3.55
Pharmacist	7.64	Pharmacist	5.64	Pharmacist	2.00
Phlebotomist	1.00	Phlebotomist	-	Phlebotomist	1.00
Physician Associate	2.91	Physician Associate	2.91	Physician Associate	-
Practice Management	4.80	Practice Management	4.00	Practice Management	0.8
Practice Nurse	7.83	Practice Nurse	6.72	Practice Nurse	1.11
Receptionist/Administrator	66.21	Receptionist/Administrator	43.36	Receptionist/Administrator	22.85
Total	120.41	Total	80.22	Total	39.82

Recruitment vs leavers – March 2024 (London practices)

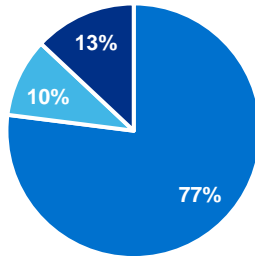


All sites	Recruited FTE	Leavers FTE	Net +/-
ANP/ACP	2.29	0.33	+ 1.96
GP	6.71	2.11	+ 4.60
HCA	2.27	2.00	+ 0.27
Pharmacist	-	0.80	- 0.80
Practice Management	1.80	2.00	- 0.2
Practice Nurse	2.11	1.00	+ 1.11
Receptionist/ Administrator	23.48	12.39	+ 11.09
Totals	38.66	20.63	+ 18.03

- We have a dedicated in house recruitment team in place to support all practices.
- We are onboarding 75 new team members in May and June including 25 GPs and 7 nurses.
- Since December we have hugely reduced the time it takes to onboard new colleagues to 22 days.
- We are working with HCRG Workforce Solutions to fill our vacancies, who since 2003, have been the leading provider of health and social care professionals to the public and private sectors in the UK.
- We are increasing our numbers of apprenticeships and development opportunities for our teams.
- We have a central learning and development team who help to develop our colleagues to be the best that they can be.
- We have 23 training practices across the country with 24 GP trainers and 10 FT supervisors.

We asked colleagues if they were proud to work at their practice.

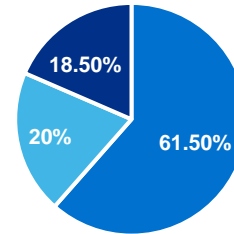
Colleagues who are proud to work at their practice



- % of respondents are proud to work at their practice
- % of respondents are not proud to work at their practice
- Neither agreed or disagreed

We asked colleagues if they would recommend the organisation as a place of work.

Would recommend



- % of respondents would recommend the organisation as a place of work.
- % of respondents would not recommend the organisation as a place of work
- % of respondents neither agreed nor disagreed with the statement "I would recommend my organisation as a place to work".

Current performance – QoF

- ✓ We have **exceeded 2022/23 QoF performance** across the organisation and many practices by up to 392.30 points.
- ✓ On average we scored **508.75 points in 2022/23** and **516.44 in 2023/24**.

Below is the data for our highest performing practice for each ICB in our organisation.

QOF - Clinical and Public Health Indicator Data EOY 2023-2024				
ICB	Practice	Total points achieved out of 561 points 1st April 2024	Total points achieved out of 561 points 2022-23	% Increase (+) or Decrease (-) since Dec 2023
Birmingham and Solihull	Kinghurst Medical Practice	517.30	471.66	45.64
Black country	Old Hill Medical Centre	539.90	547.93	- 8.03
BOBW	Prospect House Surgery	534.13	522.04	12.09
Buckinghamshire, Oxfordshire and West Berkshire	Tilehurst Partnership (Potteries Surgery)	538.19	497.37	40.82
Hampshire and Isle of Wight	Camrose, Gillies and Hackwood Partnership	534.23	519.92	14.31
Mid and South Essex	The Practice Leecon Way	540.50	534.38	6.12
NCL	Hanley Primary Care Centre	526.38	507.52	18.86
NEL	John Smith Medical Centre	531.31	519.75	11.56
Nottingham and Nottinghamshire	Hickings Lane Medical Centre	522.70	456.91	65.79
NWL	Mollison Way Surgery	525.22	506.97	18.25
SEL	Thamesmead Health Centre	557.37	543.00	14.37
SWL	Thornton Road Surgery	557.32	539.81	17.51
West Yorkshire	The Flying Scotsman Health Centre	503.10	474.60	28.50

Maintain our proven CQC track record.

To be within the top performing practices, in the country, for QoF.

Using our patient centred approach to grow and retain our patients within our practices.

Continue to extend our reach and build primary care at scale and bring greater benefits to the NHS.

To be an employer of choice for primary care.

Improve on our Friends & Family test and Google review ratings.

To live our Values and continue to build our culture.

Use technology to help our clinicians work at the top of their licence and increase efficiencies within our practices.

To be the first primary care provider to support one million patients.

Working together – proposed future meetings



Operose Health and London primary care leads quarterly meeting

Attendance: Will Huxter NHSE, representatives from each ICB, Samantha Kane CEO - OH, Nick Harding CMO - OH, Danielle Caswell Ops Director – OH.

Frequency: Starting in June 2024 and quarterly thereafter.

Ambition: An oversight forum to share, discuss and build relationships across London ICBs, supporting the ongoing development of our primary care services. This forum does not replace contract management meetings and BAU escalation processes.

Item	Time	Session	Lead	Paper
1	25 mins	Update from Operose Health - General overview of health of practice and delivery, celebrations of success, any areas of development / action plans - Any other risks and issues	Samantha Kane and Operose Health Team	Verbal
2	25 mins	Update from ICBs and NHSE -System 'temperature check' at local, regional and national level - Any other risks and issues	ICB Leads and Will Huxter	Verbal
3	10 mins	AOB	All	Verbal

We are committed to being a long-term provider in the NHS.

Our practices continue to deliver high quality care.

Patients continue to see the same practice teams.

Our patients and colleagues will always be our priority.

We are committed to adding value to all the communities that we serve.

We are have the desire, tools and ambition to grow.

“One of the best GP’s I’ve had in London. Really attentive and helpful doctors and receptionists and a straightforward booking system. Never struggled to get an appointment when I needed one. Thank you, Trowbridge Surgery!

Patient feedback via Google reviews April 2024.

Mitchison Road Surgery & St Anns Road Surgery Overview

Workforce and access – GPs and Nurses

Mitchison Road Surgery



GPs - March 2024

1 GP WTE to 1,087 patients

9.32 GP WTE

868 GP appointments per week

29 GP sessions offered per week

86 GP appointments per 1,000 patients

Nurses - March 2024

1 Nurse WTE to 7,468 patients

1.35 Nurse WTE

183 nurse appointments per week

10 nurse sessions offered per week

21 nurse appointments per 1,000 patients

Workforce and access – HCAs and additional roles

Mitchison Road Surgery

Practice information

10,082 Weighted list 01/03/2024

4,552 calls answered in February

1128 Online consults in February

4.8/5 - Dr iQ patient rating

HCA - March 2024

1.25 HCA WTE

163 HCA appointments per week

10 HCA sessions offered per week

Physicians Associates - March 2024

2.50 PA WTE

281 PA appointments per week

22 PA sessions per week

Pharmacists - March 2024

2.19 Pharmacists WTE

271 Pharmacists' appointments per week

21 Pharmacists' sessions per week

Workforce and access – GPs and Nurses

St Anns Road Surgery



GPs - March 2024

1 GP WTE to 1,884 patients

8.79 GP WTE

1,395 GP appointments per week

47 GP sessions offered per week

92 GP appointments per 1,000 patients

Nurses - March 2024

1 Nurse WTE to 6,624 patients

2.5 Nurse WTE

354 nurse appointments per week

24 nurse sessions offered per week

21 nurse appointments per 1,000 patients

Workforce and access – HCAs and additional roles

St Anns Road Surgery

HCA - March 2024

1.8 HCA WTE

178 HCA appointments per week

16 HCA sessions offered per week

11 HCA appointments per 1,000 patients

Practice information

16,562 Weighted list 01/03/2024

5,030 calls answered in February

1,287 Online consults in February

4.7/5 - Dr iQ patient rating

Physicians Associates - March 2024

1.8 PA WTE

271 PA appointments per week

18 PA sessions per week

Pharmacists - March 2024

2.9 Pharmacists WTE

543 Pharmacists' appointments per week

27 Pharmacists' sessions per week

What our model offers

Our model of care frees up GP time for patients with more complex health care needs. We do this through our enhanced multi-disciplinary team approach.

In addition to the traditional GP, Nurse Practitioner, Practice Nurse and HCA roles, we employ a number of different, experienced, well trained and supervised colleagues who allow our GPs to spend their time on patients who need them the most.

Pharmacists

Our Pharmacists undertake medication reviews, repeat prescriptions and help to monitor patients with long term conditions.

Physician Associates

Our PAs are supervised by our GPs and help to manage patients with long term conditions and provide health advice and education.

Flu vaccinator

We train interested reception and admin team members to undertake flu vaccines, so we do not lose any capacity within our nursing team during flu season.

As well as our enhanced MDT approach, we also make use of in-house technology that helps to reduce administrative time for our GPs such as our workflow processes.

Premises Challenges

Mitchison Road Surgery

At Mitchison Road Surgery, we do have physical building constraints that we have to work within.

At Mitchison Road Surgery – we have:

- 5 clinical rooms
- 2 admin rooms
- Staff room
- Stock room

The building needs some repair work and redecoration. Unfortunately, the current condition of the building is hindering our ability to increase our clinical presence.

One of the primary issues we are facing is the severe lack of space within the building. This shortage of space not only affects our ability to accommodate patients comfortably but also limits our capacity to provide clinical services provided via our PCN staff. We experience difficulties in allocating adequate clinical rooms, resulting in cramped and overcrowded areas especially for the admin team.

The building has numerous estate issues, ranging from plumbing and electrical issues to general maintenance concerns. These persistent issues not only disrupt our daily operations but also compromise our efforts to provide seamless care to patients.

We are currently piloting new ways of working to overcome these challenges.

Improving quality from patient feedback – Patient Survey

Mitchison Road Surgery



- In February 2024, 318 patients completed our patient satisfaction questionnaire.
- We compared these results to key indicators within the National Patient Survey (NPS) and found that we had improved in all off of these indicators.
- Half of these indicators are now equal to or above the ICB and national average.
- We hope that the action plan we have put in place as a result of this feedback will increase our rates even further.
- We will be running this survey again in May 2024 to ascertain whether these actions plans have been successful or if other approaches are needed to provide our patients with a better experience.

Improving quality from patient feedback – patient survey

Mitchison Road Surgery



Feedback theme	Actions to be taken	Status and owner
Shorter call waiting times	<ul style="list-style-type: none"> • Telephone demand and capacity exercise to be conducted to ensure that sufficient staff are on the phones at peak times. • Call answering performance managed on a daily basis by senior administrator. 	<ul style="list-style-type: none"> • Completed – DM • Completed – DM
Shorter waiting time for routine appointments	<ul style="list-style-type: none"> • Duty GP available throughout the day to ensure all calls or face to face presentations are either given a same day appointment, telephone consultation or signposted to community services. 	<ul style="list-style-type: none"> • Completed – DM & DS
Improve the responsiveness of Dr iQ	<ul style="list-style-type: none"> • New process implemented: Duty GP and admin buddy manage all consultations on Dr iQ throughout the day, prioritising urgent requests and providing quick and efficient online service. All online consultations on the day are answered within 24 hrs. 	<ul style="list-style-type: none"> • Completed – SA & MR

Improving quality from patient feedback – Patient Survey

Mitchison Road Surgery



Internal patient survey – Feb 2024

Question	Feb 2024	2023 NPS
Generally, how easy is it to get through to someone at your GP practice on the phone?	69%	65%
How helpful do you find the receptionists at your GP practice?	81%	76%
When you last booked an appointment with us, were you offered a choice of appointment?	57%	47%
Were you satisfied with the type of appointment (or appointments) you were offered?	72%	65%
The last time you had an appointment with us, how good was the healthcare professional at treating you with care and concern?	78%	74%
Overall, how would you describe your experience of your GP practice?	68%	62%

Improving quality from patient feedback – PPG

Mitchison Road Surgery

30th November 2023 and 10th January 2024

Two PPG engagement events were held to boost the membership of the group. 18 patients have now signed up to be a member of our PPG.

21st February 2024

At this meeting, we discussed with patients:

- an overview and introduction to Mitchison Road Surgery
- staffing updates – including our plans to recruit another GP and Assistant Practice Manager
- Dr iQ updates – including a discussion around that Dr iQ is not mandatory and patients can still book appointments over the phone or in person if they wish to.
- telephone updates - 93.6% of calls answered within 10 minutes.
- patient feedback – from a number of different sources including our own patient survey, F&FT, google and NHS.uk reviews and verbal feedback from the PPG. We also received some really positive feedback from the PPG regarding our reception teams.

Patient engagement and education

Mitchison Road Surgery

13th February 2024

New practice update released – we will release these monthly to our patients for the next couple of months and then move to a quarterly newsletter schedule.

This month, we wanted the patient education section to be focussed on cervical screening.

Patient education events

We are in the process of arranging an event for patients to come into the practice and talk with our nurses about cervical screening – why it is important and how our teams can help to put patients at ease. We will be inviting Jo's Trust to this event.

Future events will include promoting childhood vaccinations, women's health and general wellbeing events, where we will invite other local services to meet our patients to highlight what services are available to them.

News and updates from the Mitchison Road Surgery

February 2024 update

Dear patients,

Welcome to our new practice update! We want to keep you updated on the latest news and events at our practice.

One of the areas I am focusing on is re-establishing our Patient Participation Group (PPG). PPGs help to make sure that our service meets the needs of all patients. PPGs do this by:

- providing feedback on the practice
- helping to develop practice improvement plans
- helping to put in place improvements to our service.

Our next meeting is 3.30pm Wednesday 21st February 2024. If you would like to attend this meeting, please email patientdata.mitchisonrd@nhs.net.

If you have a long-term condition (like asthma, diabetes or COPD) and have not yet had your yearly review - we will be contacting you to book your appointment. Please do attend this review as it is important for your health and wellbeing.

Denisha, Practice Manager

Cervical Screening – Important information

Cervical screening is a free NHS test and is one of the best ways you can protect yourself against cervical cancer.

- Cervical screening checks the health of your cervix and helps find any abnormal changes before they can turn into cancer.
- All women and people with a cervix between the ages of 25 and 64 should go for regular cervical screening. You'll get a letter in the post inviting you to make an appointment. How often you are invited depends on your age.
- Nurses perform this test. They will talk you through the screening and make you feel as comfortable as possible.

If you have five minutes today... Register for Di.I.Q. – you can scan our QR code in the blue box to take you to your App Store.


Book your flu vaccination – If you are eligible for a flu jab, your invitation will be sent out via text message or letter for those patients without a mobile phone.

Remind friends and family to use their appointments or cancel or rearrange with as much notice as possible.

The NHS have made a helpful video to explain how cervical screening is done.


- You can watch this here <https://www.nhs.uk/conditions/cervical-screening/what-is-cervical-screening/>
- Please try not to put off cervical screening. It's one of the best ways to protect yourself from cervical cancer.

SCAN ME



Inspected and rated

Good



Care Quality Commission

For more information visit: <https://nhs.uk>

STAY WELL THIS WINTER

We know that in the colder months, people can be more prone to illness. There are some simple things that you can do to stay well in the winter.

- ✓ If you are eligible, make sure you have your flu vaccination.
- ✓ Come forward for your COVID-19 booster when you are offered it.
- ✓ Contact NHS 111 online or via the telephone if you are worried about any symptoms.
- ✓ Wash your hands regularly. Washing your hands thoroughly takes the amount of time it takes to sing "Happy Birthday" twice (around 20 seconds).
- ✓ Look out for those who may need extra help or support over winter.

For more information on staying well this winter, please visit this [NHS website](#).



Cervical Screening Event

Location: Mitchison Road Surgery

Date: Thursday 11th April 2024

Time: 4-6:30pm

Cervical screening is a free NHS test and is one of the best ways you can protect yourself against cervical cancer.

Are you worried about having your cervical screening, also known as a smear test?

Are you overdue to have yours done?

Why not come down to Mitchison Road Surgery on Thursday 11th April to discuss cervical screening with our doctors and nurses – they are happy to talk through any questions or concerns that you have.

Cervical Screening (smear tests)

- Cervical screening checks the health of your cervix and helps find any abnormal changes before they can turn into cancer.
- All women and people with a cervix between the ages of 25 and 64 should go for regular cervical screening. You'll get a letter in the post inviting you to make an appointment. How often you are invited depends on your age.
- Nurses perform this test. They will talk you through the screening and make you feel as comfortable as possible.

Improving quality from patient feedback – patient survey

St Anns Road Surgery



- In February 2024, 427 patients completed our patient satisfaction questionnaire.
- We compared these results to key indicators within the National Patient Survey (NPS) and found that we had improved in 6 of the 7 indicators.
- We hope that the action plan we have put in place as a result of this feedback will increase our rates further, bringing them more in line with ICB averages.
- We will be running this survey again in May 2024 to ascertain whether these actions plans have been successful or if other approaches are needed to provide our patients with a better experience.

Improving quality from patient feedback – patient survey

St Anns Road Surgery

Feedback theme	Actions to be taken	Status and owner
Shorter call waiting times	<ul style="list-style-type: none"> • Telephone demand and capacity exercise to be conducted – actions from this to include: <ul style="list-style-type: none"> ○ Staff rota to be adjusted to meet high call demand during 8am and 9am. ○ Call performance screen available in main admin office. ○ Senior Administrator and Reception Manager monitoring call volumes daily. 	<ul style="list-style-type: none"> • Completed – SA & MR • Completed – SA & MR • Completed – SA & MR • Completed – MR, RM, SR
Shorter waiting time for routine appointments	<ul style="list-style-type: none"> • All appointments requests to be triaged by the duty doctor on the same day, and all urgent queries are dealt with on the same day. • New process to be implemented <ul style="list-style-type: none"> ○ Pre-bookable/routine appointments to be available to be booked every day, with agreement from the duty doctor. 	<ul style="list-style-type: none"> • Completed – SA & MR • Completed – SA & MR
Improve the responsiveness of Dr iQ	<ul style="list-style-type: none"> • New process to be implemented: <ul style="list-style-type: none"> ○ Admin buddy to document and books online consultations into the duty doctor’s clinic on EMIS. ○ Duty doctor advises appropriate action to take. ○ Admin completes the action. <p><i>This improves responsiveness as duty doctor does not need to cross check between Dr iQ dashboard and EMIS. Admin buddy’s sole focus during this period is to action the OCs.</i></p>	<ul style="list-style-type: none"> • Completed – SA & MR

Improving quality from patient feedback – patient survey

St Anns Road Surgery



Internal patient survey – Feb 2024

Question	Feb 2024	2023 NPS
Generally, how easy is it to get through to someone at your GP practice on the phone?	40%	29%
How helpful do you find the receptionists at your GP practice?	70%	61%
When you last booked an appointment with us, were you offered a choice of appointment?	52%	49%
Were you satisfied with the type of appointment (or appointments) you were offered?	61%	62%
The last time you had an appointment with us, how good was the healthcare professional at treating you with care and concern?	77%	75%
Overall, how would you describe your experience of your GP practice?	56%	58%

Improving quality from patient feedback – PPG

St Anns Road Surgery



30th November 2023

PPG engagement event to try and boost the membership of the group, a practice update was given and a discussion was had around areas that the surgery could improve upon.

11th January 2024

Initial PPG meeting to discuss what a PPG is and how we can move forward as a group.

15th February 2024

At this meeting, the PPG Terms of Reference (TOR) were discussed alongside the structure of the PPG as a group. A practice update was given – including our plans to recruit a new practice manager. The main theme around feedback for improvement was relating to Dr iQ – in line with feedback from our patient satisfaction survey – action plan detailed on slide 5. We will update the PPG on our progress in the next meeting.

Next meeting 28th March 2024

Patient engagement and education

St Anns Road Surgery

1st March 2024

New practice update released – we will release these monthly to our patients for the next couple of months and then move to a quarterly newsletter schedule.

This month, we wanted the patient education section to be focused on childhood vaccinations – recognising the challenges within our local community around vaccinations.

Patient education events

Wednesday 3rd April 2024 – Childhood Immunisations Event

We are hosting an event for patients to come into the practice and talk with our nurses about vaccinations – why they are safe and why they are important.

We are also in discussions with our local health visiting teams about attending one of their baby clinics to discuss with the community the importance of childhood vaccinations.

Future events will include promoting cervical screening and general wellbeing events, where we will invite other local services to meet our patients to highlight what services are available to them.

News and updates from St Ann's Road Surgery

March 2024 update

Dear patients,

Welcome to our new practice update! We want to keep you updated on the latest news and events at our practice.

One of the areas I'd like to talk to you about this month is childhood vaccinations. We know following covid there has been some uncertainty around vaccinations. It is still really important, and very safe, that we continue to vaccinate us and our children against preventable diseases. We've written some more about this below. If you get a letter to book your child's vaccinations – please do.

In other news, our next patient participation (PPG) meeting is on Thursday 28th March 2024. If you would like to attend this meeting, please complete our PPG joiner form on our website.

If you have a long-term condition (like asthma, diabetes or COPD) and have not yet had your yearly review - we will be contacting you to book your appointment. Please do attend this review as it is important for your health and wellbeing.

Misbah, Assistant Practice Manager

Childhood vaccinations – Important information

Vaccination is the most important thing we can do to protect ourselves and our children against ill health. They prevent millions of deaths worldwide every year.

Vaccines:

- ✓ Help to protect you and your child from many serious and potentially deadly diseases.
- ✓ Protect other people in your family and community – by helping to stop diseases spreading to people who cannot have vaccines, such as babies too young to be vaccinated and those who are too ill to be vaccinated.
- ✓ Undergo rigorous safety testing before being introduced – they're also constantly monitored for side effects after being introduced.
- ✓ Sometimes cause mild side effects that will not last long – you may feel a bit unwell and have a sore arm for 2 or 3 days.
- ✓ Reduce or even get rid of some diseases – if enough people are vaccinated

The NHS have made a helpful video to help reassure parents that vaccinations are safe for your children. You can watch this here <https://www.nhs.uk/conditions/vaccinationswhy-vaccination-is-important-and-the-safest-way-to-protect-yourself/>


- Please try not to put off your child's vaccines. It's one of the best ways to protect them from certain diseases.
- Be aware of anti-vaccine stories that are often through social media.
- Always get your vaccine and health information from trusted sources, such as the NHS website.
- The vaccine information on social media may not be based on scientific evidence and could put your child at risk of a serious illness.
- All the current evidence tells us that getting vaccinated is safer than not getting vaccinated.

Inspected and rated
Good
Care Quality Commission
<https://harminevpp.co.uk/>

For more information visit:
<https://harminevpp.co.uk/>

If you have five minutes today...

1. Register for Dr.iQ – you can scan our QR code in the blue box to take you to your App Store



2. Book your child's vaccines if they are due to them.
3. Book your cervical screening test if you are due one. You can find more information about this on the NHS website <https://www.nhs.uk/conditions/cervical-screening/what-is-cervical-screening/>
4. Remind friends and family to use their appointments or cancel or rearrange with as much notice as possible.
5. Let us know how we are doing. Your feedback is really important to us - it helps us to improve our service. Please click on the link to complete a short 2-minute survey. <https://www.surveymonkey.com/r/5IA0324>

Patient engagement and education – slide for event poster

St Anns Road Surgery

Childhood Immunisation Event



Location: St Ann's Road Surgery
Date: Wednesday 3rd April 2024
Time: 9am until 1pm

Vaccination is the most important thing we can do to protect ourselves and our children against ill health. They prevent millions of deaths worldwide every year.

Do you want to learn more about the vaccinations that your child is offered?



Are you worried if they are safe for your child?

Why not pop down to St Ann's Road Surgery on Wednesday 3rd April to discuss childhood vaccinations with our doctors and nurses – they are happy to talk through any questions or concerns that you have.



Vaccines:

- ✓ Help to protect you and your child from many serious and potentially deadly diseases.
- ✓ Protect other people in your family and community – by helping to stop diseases spreading to people who cannot have vaccines, such as babies too young to be vaccinated and those who are too ill to be vaccinated.
- ✓ Undergo rigorous safety testing before being introduced – they're also constantly monitored for side effects after being introduced.
- ✓ Sometimes cause mild side effects that will not last long – you may feel a bit unwell and have a sore arm for 2 or 3 days.
- ✓ Reduce or even get rid of some diseases – if enough people are vaccinated.

KPI's

Mitchison Road Surgery



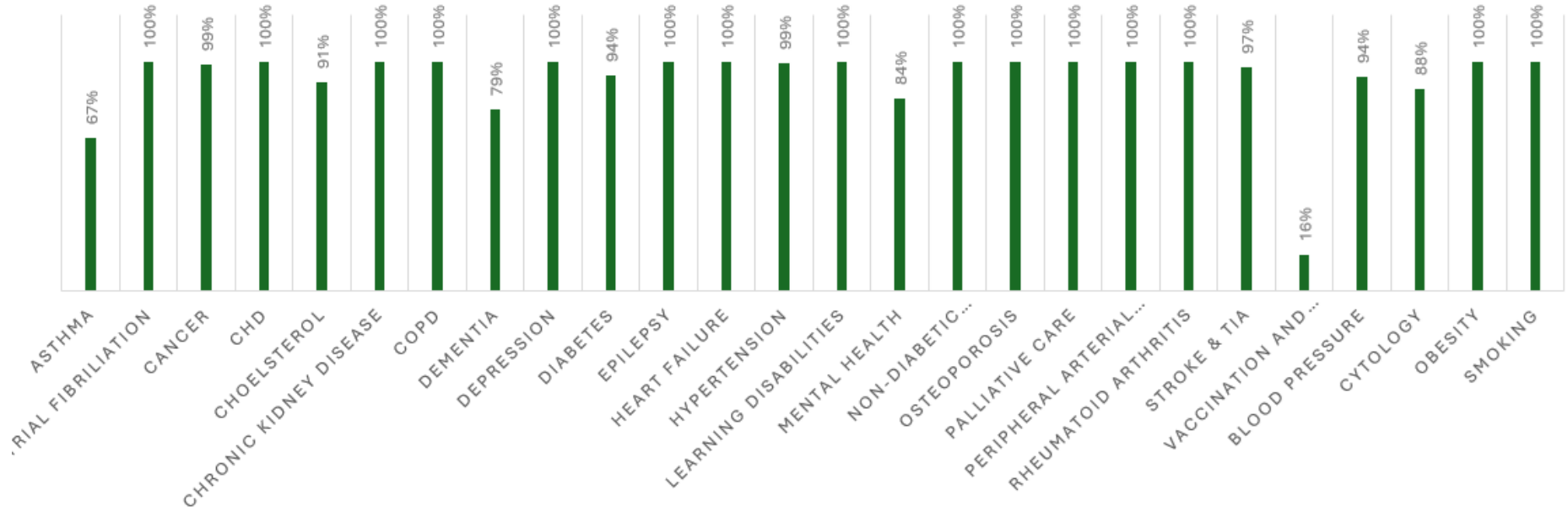
Indicator	Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4 YTD
Bowel Screening	70%	58%	58%	59%	No change
Breast Screening	75%	18%	13%	47%	No change
Vacs & Imms 2y old	95%	63%	67%	72%	80%
Vacs & Imms 5y old	95%	67%	65%	63%	67%
Flu 65+	75%	69%	55%	62%	67%
Flu <65y	75%	38%	26%	35%	58%
Pneumo 65+	75%	70%	68%	67%	No change
Cervical Screening 25-64	75%	62%	60%	63%	66%

KPI's

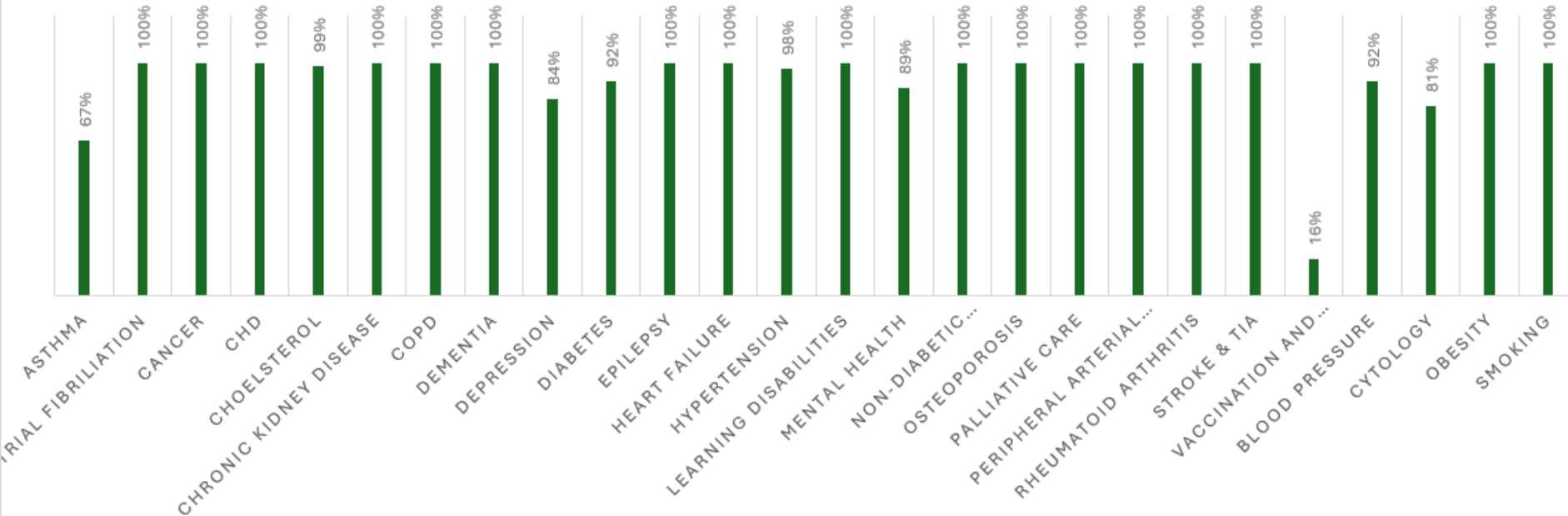
St Anns Road Surgery

Indicator	Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4 YTD
Asthma	70%	53%	53%	53%	No change
Atrial Fibrillation	75%	1%	1%	44%	No change
Cancer	95%	77%	76%	75%	79%
CHD	95%	72%	68%	65%	69%
Cholesterol	85%	51%	39%	50%	49%
Chronic Kidney Disease	75%	35%	26%	34%	No change
Pneumo 65+	75%	47%	46%	45%	39%
Cervical Screening 25-64	75%	60%	59%	59%	60%

MITCHISON ROAD SURGERY QOF PERFORMANCE 2023-2024





ST ANN'S ROAD QOF PERFORMANCE 2023-2024



Call handling performance – February 2024

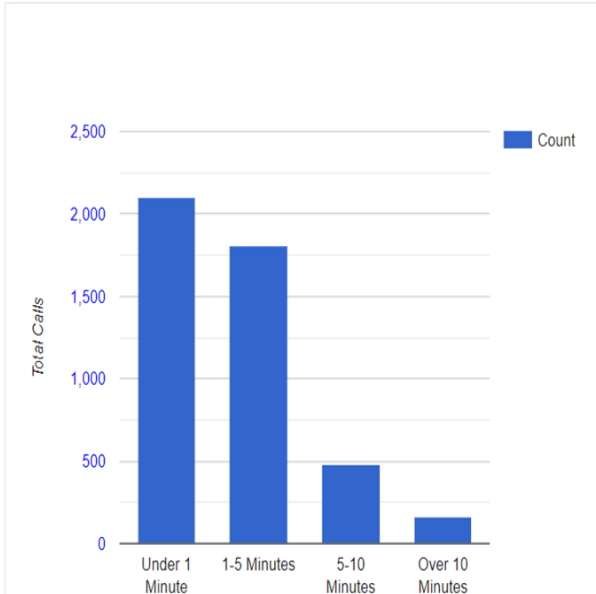
Queue Duration Analysis

 x MRS Admin Group x MRS Appointments x

 01/02/2024 - 29/02/2024

Generate Report

Export ▾



Show All entries

Search:

Queue Duration Band	# Calls	% Calls
Under 1 Minute	2,099	46.1%
1-5 Minutes	1,809	39.7%
5-10 Minutes	479	10.5%
Over 10 Minutes	165	3.6%
Total:	4,552	100%

Showing 1 to 4 of 4 entries

Previous 1 Next

**95% of calls answered
in <10min
4% calls answered
>10mins**

**Call back feature on the
same day
as per our SOP**



Call handling performance – January 2024

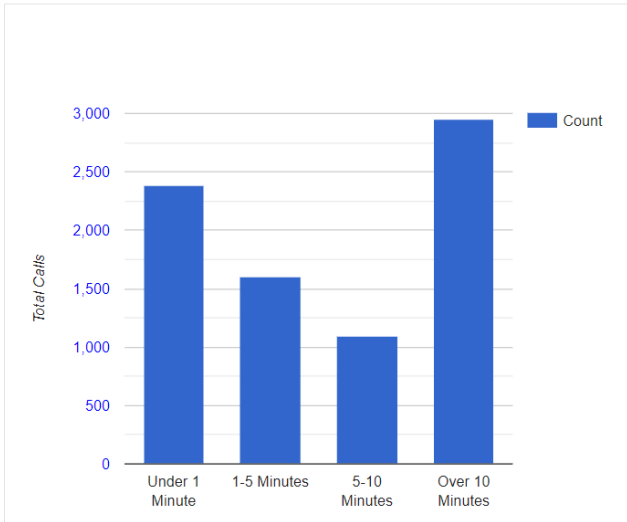
Queue Duration Analysis

SA Admin Group SA Appointments SA Bypass

01/01/2024 - 31/01/2024

Generate Report

Export



Show All entries

Search:

Queue Duration Band	# Calls	% Calls
Under 1 Minute	2,383	29.7%
1-5 Minutes	1,603	20%
5-10 Minutes	1,092	13.6%
Over 10 Minutes	2,955	36.8%
Total:	8,033	100%

Showing 1 to 4 of 4 entries

Previous 1 Next

63.3% of calls answered in <10min
36.8% calls answered >10mins

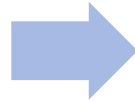
Call back feature on the same day as per our SOP

Ongoing improvement plan

Mitchison Road Surgery

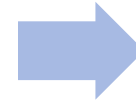
March 2024

- PPG engagement event/PPG Meeting
- Recruit to Key roles i.e. Assistant PM/GP
- Regular clinical team meetings
- Regular Administration Meetings
- Weekly Pharmacist/PA training
- GP TC clinics for parents refusing child vaccinations



April 2024

- Further team recruitment – clinical and non-clinical: improving access
- Further central team support (clinical and non-clinical): improving access
- Embedding of customer service training and EZ Nav
- Development and publication of “You said, We did” comms
- Developing stronger team culture and excellent leadership
- Further recruitment of ARRS staff into practice i.e., care coordinator.
- Patient survey re-run and results reviewed against previous action plan.



May 2024

- Continued review of access
- Continued review of telephony experience and data
- Improve PCN - provide wider access to services and MDT teams
- Continual review of patient feedback through Google reviews, NHS.uk, PPG, CCG, Healthwatch
- Open days and outreach services in the community to further develop local relationships

Ongoing improvement plan Q1 24/25

St Anns Road Surgery

April 2024

- Childhood Immunisations Awareness Day (03/04).
- Working with Health Visitor to share the importance of childhood immunisations with the wider community.
- Recruit to key roles i.e. PM/GP.
- Quarterly discussion of palliative and safeguarding patients.
- Weekly Pharmacist/PA training
- GP TC clinics for parents declining child vaccinations.
- Refresh of admin customer care training.
- Utilise ARRS underspend for extra care coordinator.
- Begin 'Check and Test' for LTC Model of Care.
- Patient survey re-run and results reviewed against previous action plan.

May 2024

- Launch of the Digital Hub to alleviate workload pressure at Practice level and improve access.
- Focus on upskilling administrative team.
- Review of telephony experience and data.
- Share and start to execute QOF action plan for the year ahead.
- Encourage sharing of PCN extended access slots as originally agreed (cross-organisational booking).
- Practice MDT review of LTC MoC patients.

June 2024

- Prepare for smears event/women's health awareness day in July.
- Encouraging patient feedback via Google/NHS Choices reviews/FFT.
- Commence LTC MoC Discussion appointments (treatment plans).
- Patient survey re-run and results reviewed against previous action plan.