

Practice Manager report to PPG 4.10.2023

Dr Chacksfield commenced as a Partner on 4.8.23. He has most of Dr Normans previous patients plus a random selection of other patients to equalise the pro rata numbers of patients registered to each GP.

Dr Alice Waldock has been a GP at SHMC since May 2023 and will become a Partner on 1.11.23. She has most of the new patients to the practice registered to her plus a random selection from other GP's

Two new Care Coordinators replacing those who left have settled in really well and taking on more responsibilities as they gain experience.

The two additional Physician Associates commence in November. (total 4 Physician Associates)

Flu and Covid Vaccines – we place the flu order 12 month ahead (ie today I placed the order for September 2024). Last year we did not use up all the flu order as many patients went to the pharmacist so a lot of stock was discarded. This year the order placed matched the actual number SHMC gave last year. However, either pharmacies are not giving as many this year or more people want them, so we have used up our order. We were able to increase this by 500 doses last week and these are already assigned to booked in patients. We still have more demand than vaccines. Patients who are not booked in are not to panic, they should be able to get their vaccines at a pharmacy locally. We are offering Covid vaccines to anyone booked in for a flu jab with us.

Telephones – we are now answering 85% of telephone calls within 10 minutes. This has improved from 72.9%. We will work on improving this further. The phone messages will be changed over the coming weeks – some of the messages prior to the select 1 for appointments section will be moved to after the selection so you listen to these whilst in the queue rather than before you join the queue. The hold music has been changed following patient feedback. We still have shifts that are hard to fill so this is when the queues get longer.

NHS are currently sending texts out to patients regarding flu, covid and Shingles vaccines asking them to contact the practice to book one. When these are sent directly from NHS, our phones lines are inundated (such as today) with patients either trying to book or to tell us they have already had it or already have a booking. We didn't have the capacity to answer all these within 10 mins or the future clinics set up to book them in. When we manage this ourselves, we spread the invites out so we can cope. I can see today we had calls in the queue for 20 minutes and some of these were people calling to check that they did have a booking already. There is a new service coming down the pipeline where a patient can check an appointment via the phone automatically. Sounds clever and it would have saved many calls today if it was already available!! I'll install it as soon as it is available.

Louisa Walker, Practice Manager