**PRACTICE MANAGERS REPORT – NOVEMBER 2017**

1. **Day to Day Services:**

* Currently all GP posts are filled.
* The nursing team is currently under some pressure. One nurse is leaving and two others are working reduced hours for a month (requirement relating to NHS pension scheme). Vicky Greenwood will be returning to the Practice on part time basis to support patients with diabetes. Nurse interviews are taking place 08 November to fill remaining vacant hours.
* Dispensary and reception are fully staffed.
* The Pharmacy Technician has started in her new role and this is working well.
* The Practice offered 29,523 appointments between 01 August and 31 October 2017 (face to face and by phone across both surgery sites).
* This includes 2468 flu clinic appointments.
* 8522 appointments were for urgent / same day appointments (29%). This reflects a 6% increase on the figures for June / July.
* There were 883 missed appointments last 2 months (3%).
* Phone – The volume of phone calls has increased. This correlates directly with the 6% increase in urgent appointments. This coincided with changes to the location of the telephone operators; resulting in the incorrect assumption by patients that the changes had reduce the level of service. The changes to the phone system will not have impacted on patient access as the same numbers of phone lines are available and there is the same number of operators answering the phone. Calls
* Premises – Developing plans to increase space.

1. **Patient Feedback**

* The results for October 2017 are as follows.
* Questionnaires completed - 11 written responses, 678 via telephone texting, 8 by website
  + Extremely likely to recommend us to Family and Friends - 80%
  + Likely 14%
  + Neither likely or unlikely – 3%
  + Unlikely – 1%
  + Extremely unlikely = 1%
  + Don’t knows – 1%

The Practice has 291 ‘likes’ on its Facebook page, has 283 ’followers’ and a Google rating of 4.5 out of 5.

01 September to 31 October 2017 the Practice received 11 complaints. 6 were upheld / partially upheld, 5 were not upheld.

There were 17 compliments logged for the same period.

1. **Practice Projects:**

* Premises – The Practice still awaits further information regarding a recent Premises proposal submitted to NHS England to address room capacity issues. More space is also required at Child Okeford. To accommodate the need for more clinical space the telephonists have been relocated to Blandford, to enable re-development of space to take place in the coming months.
* Improved Access – The Practice in collaboration with the other North Dorset Practices submitted a plan to support extended access to GP services. The Dorset CCG, in agreement with the local Practices, has subsequently decided to commission Dorset Healthcare Foundation Trust to progress delivery of the improved access.
* Dementia Friendly Blandford – CT has not attended any meetings since the last PPG meeting.
* Segmentation of patients – In line with the 5 year forward view the practice is looking at identifying patients into subsets. The objective is to broadly put patients into 3 groups (high risk, moderate risk and low risk). Then as a group we are discussing the attributes of patients within each category and thinking about their care needs and how as a Practice we meet those needs most effectively with the resources available. The objective is to ensure that all patients get the appropriate access to services and are educated regarding the options available (including prevention, self- care, self-referral and expert patient programmes).

**Carol Tilley**

**Non-Clinical Partner & Practice Manager**