



## Marine Lake & Estuary Medical Practice

The Concourse, Grange Road,  
West Kirby, Wirral CH48 4HZ

Telephone: 0151 625 9171

**Thursday 7<sup>th</sup> September 4pm – 5.30pm**

### **PPG Update and Q&A**

#### **Practice Performance**

##### **No. of Appointments Offered, Booked and Not Attended**

Data for August 2023	GP Consultations	Pre-Bookable GP	Urgent Doctor	General Nursing
Offered	3,820	2,674	1,542	1,444
Booked	3,661	2,664	1,537	1,357
Not Pre-booked	159	10	5	87
Attended	3,647	2,477	1,531	1,245
DNA	14	187	6	112

##### **No. of EConsults Submitted and Processed**

Data for August 2023	EConsults	* All EConsults received a receipt acknowledgment within SLA - Data unavailable for time taken through triage to appointment if required due to varying response requirements of EConsults
Submitted	2,397	
Processed	2,397	

##### **No. of Telephone Calls and Average Wait Time/Call duration**

Data for August 2023	Telephone Calls
Number of Calls	5,034
Average Wait Times	4.58 Minutes
Average Call Duration	3.29 Minutes

#### **Additional Information request:**

Please can we have an organisational chart to understand the Practice Structure (this has been requested previously)

We hear of the 'teams' and would like to understand how many are in each team?

Does each team have an office? Who manages each team?

**Please see the organisational chart and team information attached to the email**

## QUESTIONS

1. Can we ask for feedback on how the new phone system is working and are there any more planned changes?

Appears to be working well. We are planning to introduce a callback option for patients but just in final discussions on what time frame we want that to activate at, e.g. once patients have been in the queue for 5 minutes or 10 minutes etc.

This feature should go live within the next month.

- a. Are there figures on abandoned phoned calls? (abandoned would also include phone calls terminated on a timeout basis)

Yes, we can get data on abandoned calls but not the reason why which could be multiple. We don't have a timeout feature on the lines, though through the lunch period calls will not be added to the queue, only those on hold will be answered between 12.30pm and 1.30pm.

- b. Are we able to track how many people are getting the engaged tone?

Not that I am aware of as the call hasn't connected to the surgery number at this point so we would not know the quantity.

- c. Have there been any complaints as regards the new system?

Not so far. Less initial problems when PA team are answering calls and long call queue's.

2. As regards e-consult how many referrals are not replied to within 48 hours (or automated response time given) and what is this percentage against the total received?

Negligible. As of today all up to date and acknowledged within timeframe. Usually occurs when there has been an error, technical or human. We monitor complaints for patterns so this should identify if a pattern of missed acknowledgements.

3. As discussed at the last meeting, how has training been implemented with regards to the new telephone system and supporting triage of patient's queries? Who makes the decisions on who gets an urgent appointment, and what training is provided?

The PA & IT team leaders have been trained by IDS on the monitoring software for the phones. Urgent appointment requests are dealt with by the triage team, with the care navigators (all completed external training) working closely with triage GP. Please see separate info on triage training.

4. What are the average number of Prescriptions processed in a month and do we track source of submission, eg NHS App, Email to Pharmacist Team, In Person (Prescription Box). How many urgent prescriptions are processed?

In June we processed 31,584 prescription items for our patients at a cost of £330K. Don't currently track source of submissions and unsure how we could do this going forward without manual count (ie paper prescriptions requested are destroyed once issued) Benefit vs staff input/time.

5. What procedures are in place for patients who experience a death of a spouse?

Home – GP would contact family to offer condolences and organise any papers required for funeral/cremation.

All others – ie care home, hospital would be down to the individual clinician, provide a monthly report for this purpose.

6. What provision is made for patients such as teachers or people who work in health care who have less flexibility to answer a telephone consultation with the practice - which “will take place “sometime in the morning “

Enhanced Access service is provided by the West Wirral PCN with Marine Lake Medical Practice and other practices in PCN from 07.00 – 08.00 and 18.30 – 20.00 Mon – Friday and Saturdays 09.00 – 17.00 (see additional info).

Patients may be offered appointments at the other practices to offer the enhanced access service. Patients do have to prioritise their health and decide if the appointment is right for them.

7. We believe Marine Lake Medical Center will be involved in the next round of Covid vaccinations, how are they are going to be implemented in the building with day-to-day appointments?

Clinics on a Tuesday only from 19<sup>th</sup> September onwards. 2 x PCN nurses and admin – 140 vaccines per week on top of the Greasby Childrens Centre offering. By appointment only. PA team contacting patients with no mobiles initially to book in, others will receive text and link to book in themselves or they can call us and we will book for them.

8. The national regime for the shingles vaccination has changed from previously being 70 to 79year olds. How is the practice contacting patients offering this to under 70s with a compromised immune system?

Due to recent publicity already have over 80 queries in shingles inbox to work our way through. Once complete IT will run a report & contact the remaining eligible patients by text, letter or phone depending on their preference and the details we hold for them.

9. You cannot book an appointment for re-occurring treatment  
Eg. Steroid injection in both Knees every 12 weeks or regular bloods for a specific analysis, before an injection every 6 months provided at least 10 days after the analysis.  
Clinic templates are only put on a maxi of 2 months in advance, unfortunately many changes would be required if we did them any further in advance than this.
10. If a person should have a yearly or otherwise checkup where does the responsibility lay that it is carried out, the Practice or the Patient? Does the Practice actively contact patients with reminders or to book an appointment?  
It is our responsibility to contact the patient but the patients responsibility to book the appointment and attend. Recall system via text, we send 2 reminders i.e. ' You are due an asthma review' and the patient can book.
11. Coinciding with the move to the new building the dressing service was 'outsourced' to Moreton Medical Practice, Chadwick Street. Who made this decision and why? And will the service be returning to the Health Center?  
Just coincidence. We are not commissioned to provide this service and there for do not have the resource, Moreton clinic is nearest to us that is. We still provide a limited service of a session daily for simple dressing, suture and clip removal.
12. On July 17th. all phlebotomy appointments were cancelled at short notice - because the NHS "system" had 'gone down'. Was it not possible to have contingency plans in place to ensure services can continue?  
Wirral wide system failure (ICE) we couldn't print off the required forms to send samples to the labs and in a 5 min appointment clinic it wouldn't be possible to complete all these by hand. Also, we couldn't take samples until we were clear on timescales for system to come back online as time limit of how long we can keep the samples before they need collecting.
13. Can surgery put on website and on posters how to get a free blood pressure test locally without going to surgery? Also details of what to look out for if u want to buy your own bp machine eg size of cuff etc?  
We can look at including the local services on our website with a link to NHS website. Not sure on advice because we wouldn't want to be liable or not remain impartial.

14. Ratings and reviews on NHS web site, Why are these complaints not answered from 2021 to date.

There is no CQC/ICB requirement for us to answer these reviews and they are reviews not complaints of which we have a clear process which is visibly advertised to patients in the practice and on the website. Is it best practice, possibly but time constraints would currently prevent us from doing this but certainly one to think of for future.

15. Where is the practice up to implementing the requirements from the CCG?

On target with the action plan even though it's an ever-moving target. We are concentrating on ensuring updated processes are in place currently.