

PPG – January 2023

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# Practice Update

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- New staff members/roles:
  - Senior Receptionist
    - Barbara McClelland Welbourn has been internally promoted to Senior Receptionist where she will oversee and lead in reception.

# Flu uptake

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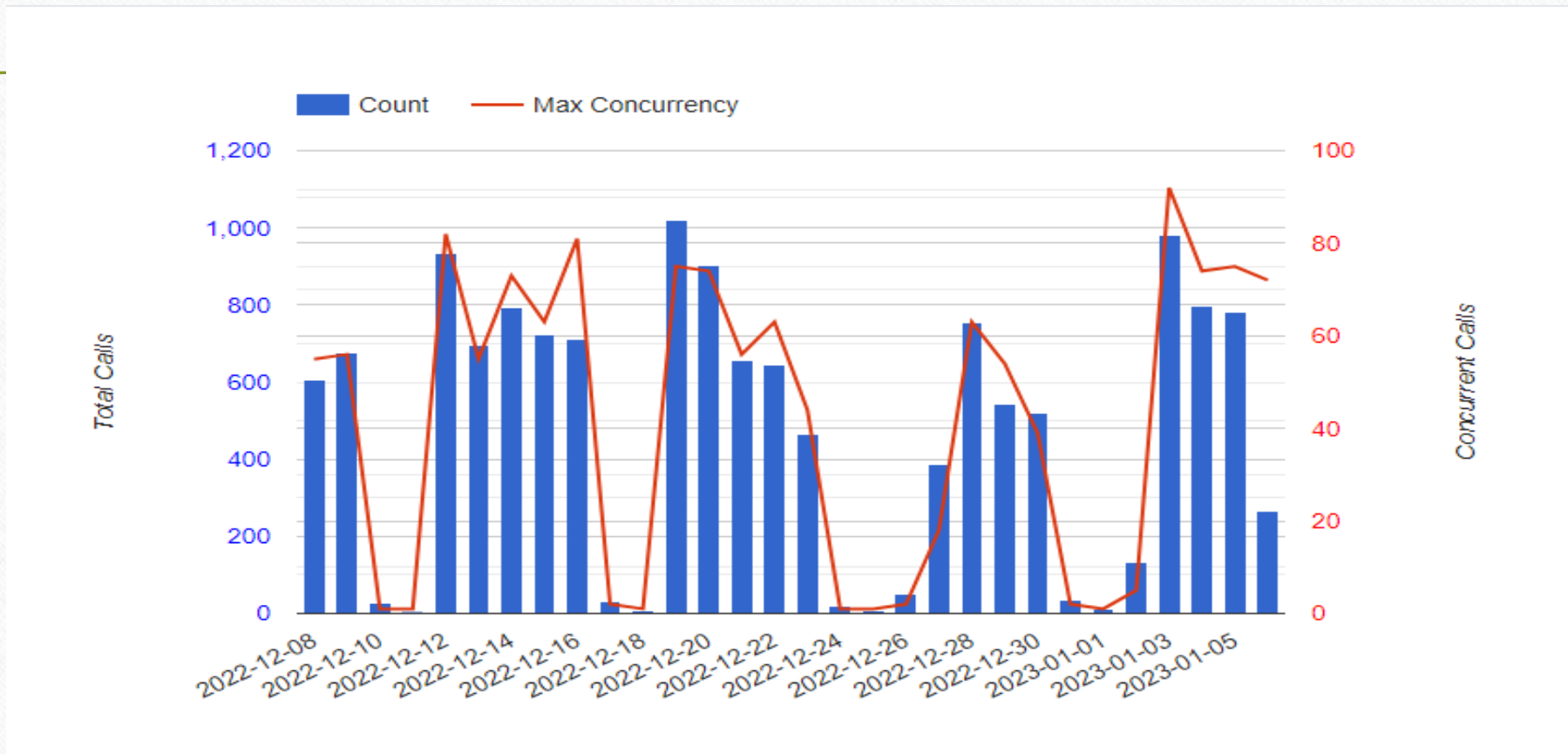
- We gave out flu vaccinations to 3,045 of our patients this flu season.
- A further 579 were administered to our patients by other clinicians.
- Taking our total patients vaccinated to 3,624.

# Phone Update

## Inbound overview for the last 30 days

<b>Inbound Calls</b>	<b>Answered</b>	<b>% Answered</b>	<b>Missed</b>
14,185	6,623	46.7%	1,355
<b>% Missed</b>	<b>Abandoned</b>	<b>% Abandoned</b>	
9.6%	6,207	43.8%	

# Cont...



# Cont...

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Queue Duration Band	↑↓	# Calls	↑↓	% Calls	↑↓
Under 1 Minute			3,298		41.4%
1-5 Minutes			2,017		25.3%
5-10 Minutes			945		11.9%
Over 10 Minutes			1,705		21.4%
<b>Total:</b>			7,965		100%

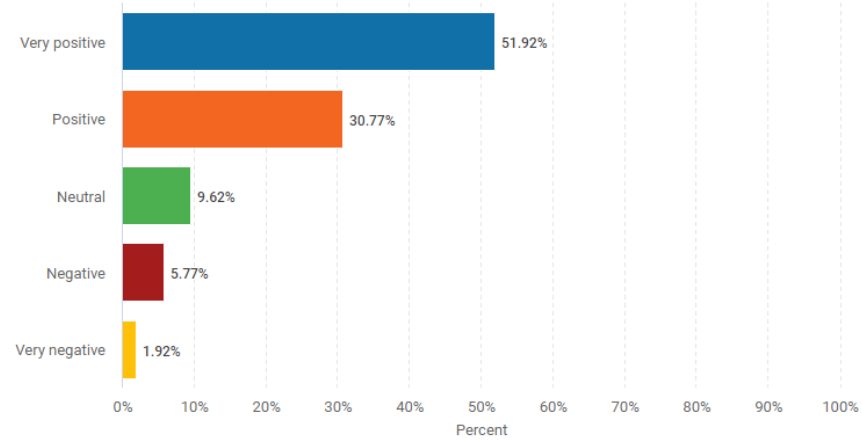
# Practice Update

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## Patient survey results and breakdown:

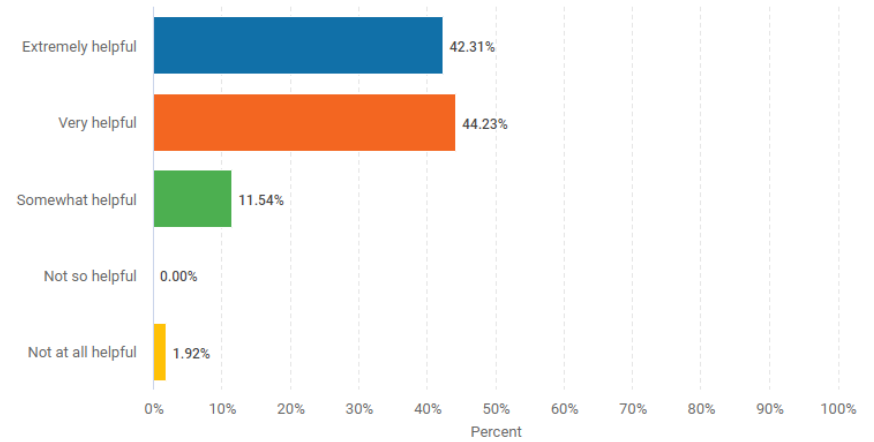
- Out of the 204 surveys sent out only 59 (28.9%) have been filled in.
- All surveys are anonymous, so we currently do not know which GP or nurse the patient was seen by.
- These are being sent out to patients every three weeks with the day moving from week to week.
- We have tried sending out surveys for specific clinicians, but due to the low completion rate it does not give back meaningful results.

Based on your most recent appointment, how was your experience at getting an appointment?



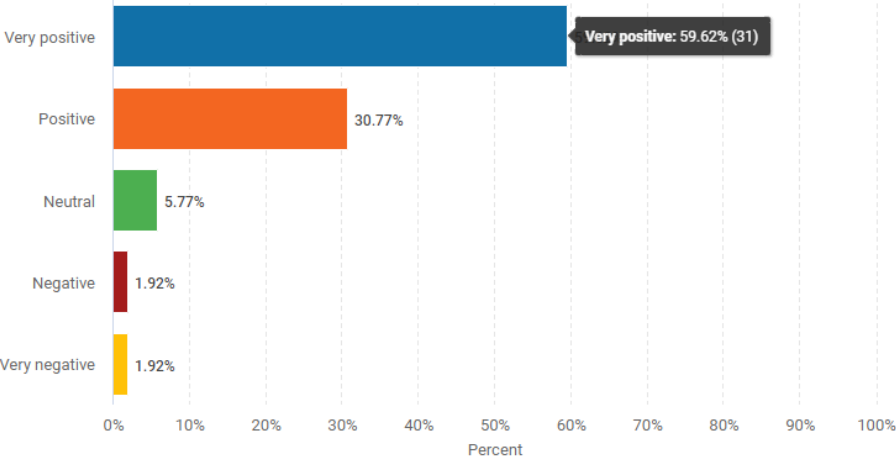
Answer Choices	Responses
Very positive	51.92%
Positive	30.77%
Neutral	9.62%
Negative	5.77%
Very negative	1.92%

Based on your most recent appointment, how were the the reception team?



Answer Choices	Responses
Extremely helpful	42.31%
Very helpful	44.23%
Somewhat helpful	11.54%
Not so helpful	0.00%
Not at all helpful	1.92%

Based on your most recent appointment, how was your consultation with the medical professional?



Answer Choices	Responses
Very positive	59.62%
Positive	30.77%
Neutral	5.77%
Negative	1.92%
Very negative	1.92%

# Menopause Evening

On 13<sup>th</sup> January 2023 Croft will be holding their first Menopause Evening!

An invite has been sent out to a selected group of patients and Dr Dhesi, Dr Packman and Nurse Horsley will meet with 20 patients and offer education and support regarding menopause.

We intend to run this monthly if there is enough interest.