

PPG March 2023

# Last meetings update

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- Stating what number in queue
  - Spoke to Surgery Connect – they said that they were looking in to it.
- Surgery Connect Dispensary to BT Dispensary
  - This was changed on the day.
- Can we do blood tests requested from the hospital?
  - No we can not.
- Home visits?
  - System in place where a phone call must happen initially. Paramedics usually available for call outs.

# Last meetings update

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- A&E – are we charged for our patient going to A&E walk in/ambulance/left without being seen
  - Yes we are.
- DNA report figures
  - We had 164 DNAs in January and 103 in February. (Average one in every 25 appointments)
- Can a patient see a GP privately if registered at the surgery?
  - No you can not.
- Repeat prescriptions
  - Backlog at the hub has been cleared. Only issues will be if not stated correctly in letter.

# Practice in numbers

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Number of patients – 14,745

Average number of appointments

Per Month:

GPs 4,030 – Nurses 2,442

Per Day:

GPs 191 (41% f2f) – Nurses 116 (83% f2f)

Average calls per day – 414 (Max 623)

# Menopause Evening

On 17<sup>th</sup> March 2023 Croft will be holding their third Menopause Evening.

The Courier wrote a small piece regarding the event and we have had very positive feedback from the patients that have attended.

People

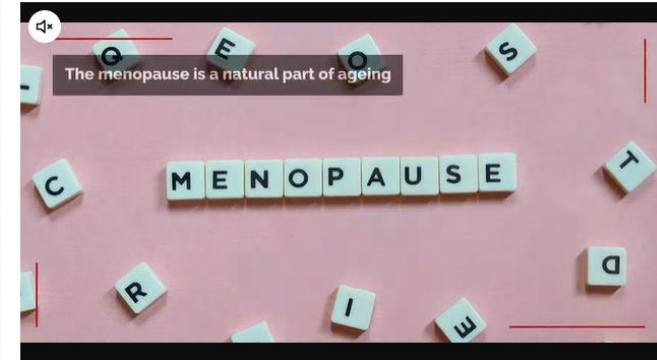
## Leamington medical centre opens new NHS menopause service for its patients

The Croft Medical Centre in Calder Walk held its first free group consultation for 15 women this month

By Oliver Williams

21st Jan 2023, 1:50am

Updated 21st Jan 2023, 2:27pm



A [Leamington](#) medical centre has opened a new free [NHS](#) menopause consultation service for its patients.

The Croft Medical Centre, in Calder Walk, held its first free group consultation

# Practice Reviews

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★★★★☆ 6 days ago **NEW**

Havin g a hard job ,to get an appointment. people on the other end of the phone are not very helpful ii had a docter phone me and asked me to book a appointment . This I was unable to do. The person on the other end was rude and unhelpfull. Will keep on trying

★★★★★ 2 weeks ago **NEW**

Doctors, phlebotomy nurses and Asthma nurse are fabulous. They all took the time to listen carefully and helped me. I felt re-assured, safe and well cared for by all the medical staff I have seen over the last few weeks. It's about trust I guess and I can honestly say I trust the teams within this surgery. Thank you for helping me.

★★★★☆ a month ago

Edit: I have amended my rating from 1 to 3 as the last couple of contacts with them have been so much better. First, I was able to get an in person appointment on a Friday after calling at 3.30pm! In this appointment I got amazing support and advice and then the following week I was proactively called by reception to make a follow up appointment, which I didn't expect. If this had been my only contact with them I would rate my experience as five stars, I hope it's not a one off and that perhaps the management has been changed.

★★★★★ 3 weeks ago **NEW**

Always kind and helpful.

★★★★★ a month ago

Excellent and timely care today as has been my experience at every interaction with this practice.