

Croft Medical Centre

PPG Meeting 4th November 2022

Practice Update

- New staff members:
 - ANP (Advanced Nurse Practitioner)
 - Claire Tailby joins us from 01/10/2022 on a $\frac{3}{4}$ time basis. Claire previously worked within secondary care and brings with her a wealth of knowledge. Claire is currently going through an induction process to understand not only how the practice works but how primary care works. Claire will be able to see minor illness and be able to prescribe. Claire currently is not able to see paediatrics however she is currently undertaking training.
 - Practice Nurse
 - Catherine Thompson joins us from 01/10/2022 on a full-time basis. Catherine previously worked within a GP practice in Birmingham. Catherine has been a practice nurse for 15 years + and comes with experience in all areas of practice nursing

Practice Update

Covid and Flu uptake:

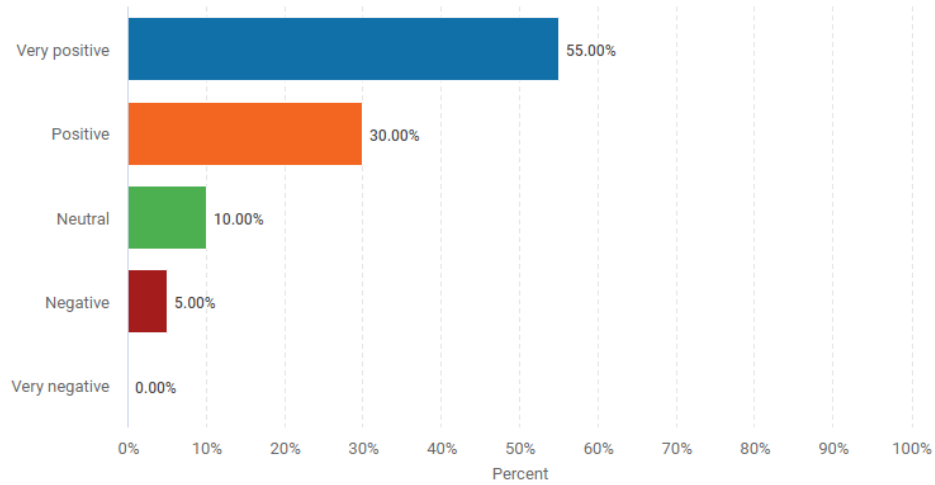
- **Flu:**
- The practice commenced the flu vaccination programme on 10/10/2022. During the first week we gave 1,358 flu vaccines, additional clinics have been added and invites continue to be sent to eligible patients
- **Currently 2,293 patients have received the flu jab from us. (38.6%)**
- **There are still 3,638 eligible patients that we are trying to get booked in.**

Practice Update

Patient survey results and breakdown:

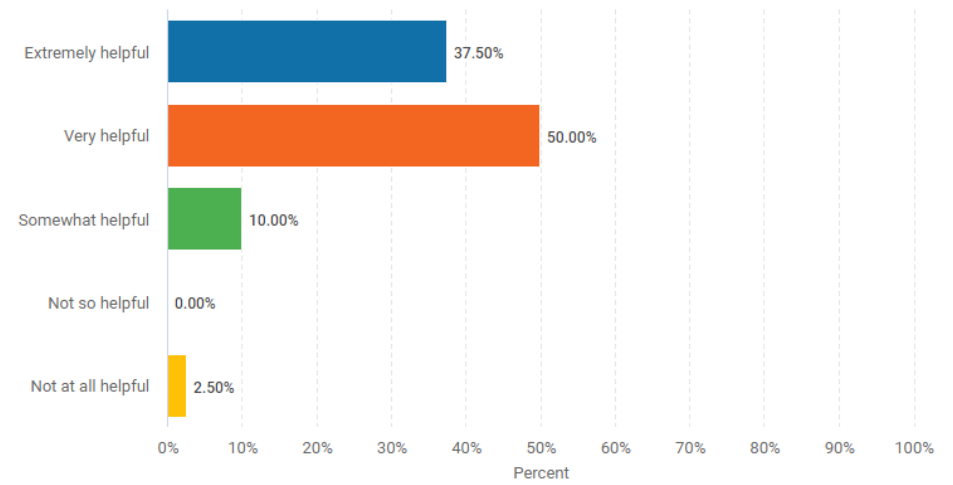
- Out of the 112 surveys sent out only 52 (46.4%) have been filled in.
- All surveys are anonymous, so we currently do not know which GP or nurse the patient was seen by.
- These are being sent out to patients weekly with the day moving from week to week.
- The process is still to be finessed as we ideally would like to know which specific GPs and nurses we are getting the feedback on.

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



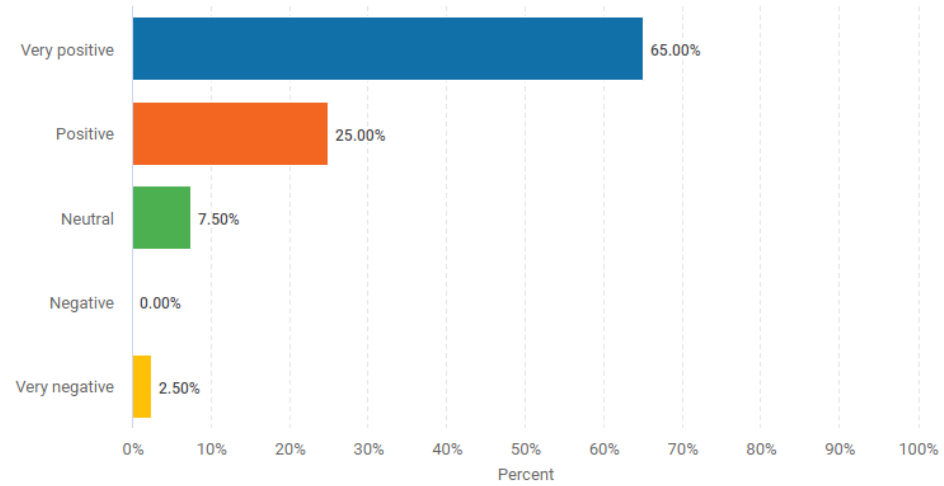
Answer Choices	Responses
Very positive	55.00%
Positive	30.00%
Neutral	10.00%
Negative	5.00%
Very negative	0.00%

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



Answer Choices	Responses
Extremely helpful	37.50%
Very helpful	50.00%
Somewhat helpful	10.00%
Not so helpful	0.00%
Not at all helpful	2.50%

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



Answer Choices	Responses
Very positive	65.00%
Positive	25.00%
Neutral	7.50%
Negative	0.00%
Very negative	2.50%

In-house survey comments

Everything was fine thank you

Overall everything was great..can't really think of anything that need improving going by my own experience.

Make it possible to book online appointments with a GP again please. Even if it's for a telephone appointment, with an approximate call time slot. Especially so at Bishop's Tachbrook surgery - I live in the village and would like to be able to use the services on offer there again please.

Drinks machine

It would be helpful if didn't have to always ring at just on 8 am or 13.30 to ensure an appointment allocated otherwise they have gone but a minor issue to be fair. Maybe atriage hub could work

More people to take in bookings to reduce phone waiting times.

My own experience on this occasion was faultless & exceeded expectations. I found the inside staff & the telephone call by the doctor first class.

Sort out Appt booking - itâ€™s a nightmare usually.

Increase the face to face appointments and then hopefully she would have seen my distress

See an actual doctor face to face

On this occasion I have no suggestions for improvements

Answer phone quicker and be more polite nobody wants to see a doctor for the sake of it

Making more appointments available would help. Also the system of phoning at a particular time and hoping to get one of the few appointments is difficult to cope with as a patient

Make every experience as above - previous experiences took half an hour to get through and then no available appointments.

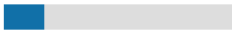




The service from reception has improved tenfold. Calls are answered quickly now and there seems to be less of an issue all round with this service. Thank you.

Nothing at all very helpful

Staff Survey 2022






I look forward to going to work.

[Add chart](#)

Answer Choices	Responses		
Always		17.24%	5
Often		44.83%	13
Sometimes		37.93%	11
Rarely		0.00%	0
Never		0.00%	0
Answered: 29 Skipped: 0	Response Total:		29

I am enthusiastic about my job.






[Add chart](#)

Answer Choices	Responses		
Always		24.14%	7
Often		51.72%	15
Sometimes		24.14%	7
Rarely		0.00%	0
Never		0.00%	0
Answered: 29 Skipped: 0	Response Total:		29

Staff Survey 2022






I receive the respect I deserve from my colleagues at work.

[Add chart](#)

Answer Choices	Responses		
Strongly agree		34.48%	10
Agree		48.28%	14
Neither agree nor disagree		17.24%	5
Disagree		0.00%	0
Strongly disagree		0.00%	0
Answered: 29 Skipped: 0	Response Total:		29

I enjoy working with the colleagues in my team.

[Add chart](#)

Answer Choices	Responses		
Strongly agree		37.93%	11
Agree		62.07%	18
Neither agree nor disagree		0.00%	0
Disagree		0.00%	0
Strongly disagree		0.00%	0
Answered: 29 Skipped: 0	Response Total:		29

Staff Survey 2022

How often, if at all, do you find your work emotionally exhausting?

[Add chart](#)

Answer Choices	Responses		
Always		6.90%	2
Usually		31.03%	9
Sometimes		48.28%	14
Rarely		13.79%	4
Never		0.00%	0
Answered: 29 Skipped: 0	Response Total:		29

How often, if at all, do you feel burnt out because of your work?

[Add chart](#)

Answer Choices	Responses		
Always		3.45%	1
Usually		20.69%	6
Sometimes		41.38%	12
Rarely		31.03%	9
Never		3.45%	1
Answered: 29 Skipped: 0	Response Total:		29

Topics discussed

- Face to face % of appointments
- Signing in book – reminder to staff to ensure all are signed in/out
- Proxy access – what is needed to attain
- Phone system – message to let patients know that there are no more appointments when all gone

Date of next meeting

11am on Friday 6th January 2023 at Croft
Medical Centre, Calder Walk