

Dear Modality Mid Sussex Patients,

17th July 2023

Since our June 2023 update, the team have been continuing to work hard to improve access and services for our patients. We are delighted to let you know that we have had success in recruiting additional members to both our clinical and non-clinical team. This will result in a welcome increase in the overall number of appointments we are able to offer patients both now and in the coming months.

We have seen a big increase in the number of patients using our online Patient Triage service. This new service enables patients to submit both medical and administrative requests via our website between 9am - 12 noon each weekday, removing the need to wait on the phone. We hope to be able to expand the opening hours and capacity of this service over the coming months.

Due to the expansion of our team, we have been able to reduce the time patients are waiting for their call to be answered by over 40% in June 2023. We aim to reduce this time even further, as we expand our online Patient Triage opening hours and recruit more call handlers.

We know that patients are being asked to travel to other Modality sites for appointments, rather than being seen in their home practice. This has disproportionately affected Crawley Down patients, leading to an inequality of access. We are working hard to improve this situation by changing the way we rota our clinical team. The changes needed will take a number of weeks to implement, so please be patient with us as we make the necessary amendments to how we operate. Moving forward, we aim to keep any travel by patients for appointments to other Modality sites to a minimum.

We are looking forward to meeting many of you at our planned patient engagement events both online and face to face. We ask that patients respect that only those patients who have registered for an event will be able to attend. This is for health and safety reasons, due to venue capacity restrictions. The online events will be recorded and available to view on our website and social media.

Please read on to find out more about our improvement plan and the service we are offering. Thank you for your continued support.

Modality Mid Sussex GP Partnership

Modality Mid Sussex

You said.

We did.

“ WE WANT TO BE SEEN AT OUR LOCAL PRACTICE.”

We have received feedback that patients are being asked to travel to other Modality sites for appointments, rather than being seen at their home practice.

We understand that Crawley Down patients have been disproportionately affected by this issue. We know that this can lead to an inequality of access, due to the lack of good transport links.

We have reviewed the number of appointments we provide, and have developed a more robust system to make sure appointments are allocated fairly across all of our sites.

Please be reassured that we are working hard to improve this situation, and any travel by patients for appointments will be kept to a minimum moving forward. The changes needed will take a number of weeks to implement, so please be patient with us as we make the necessary amendments to how we operate.

“ WE WANT SHORTER CALL WAIT TIMES.”

Our teams have been working extremely hard to reduce the amount of time that patients have to wait on the phone, together with offering increased online access to practice services via our Patient Triage system available on our website.

We have seen a 40% reduction in the average length of our call queue and this is something we will be working on to reduce even further.

We have had a great uptake of our new Patient Triage online request service, with a 50% increase in submissions in June. We hope to expand the opening hours of this service over the coming months.

Scan the QR Code to find out more.



“ WE WANT A BETTER WEBSITE ”

A new design of the website was released in June, with better navigation and patient information. We will continue to develop the website further, together with patient how-to guides which will be available in practice.

“ WE WANT TO KNOW WHY WHEN WE CALL AT 8.30AM THERE ARE NO APPOINTMENTS AVAILABLE ”

We understand the frustration for patients when they call promptly at 8.30am, wait on the phone and when answered are told there are no appointments left for the day.

We are working hard to increase the number of appointments we are able to offer (18% increase in June 2023, compared to May 2023), through recruitment and finding more efficient ways of working. Once capacity is reached for the day, patients will be signposted to an alternative NHS service provider.

However, urgent slots are still available throughout our opening hours for those patients who are classed as vulnerable. This includes patients who are unwell and are elderly and frail, over 80 yrs, under 5 yrs, palliative, pregnant and / or severely mentally unwell. Further, if a patient describes symptoms that are red flagged as urgent and may need urgent clinical assessment, they will also be escalated to the Duty GPs.

The Way Forward

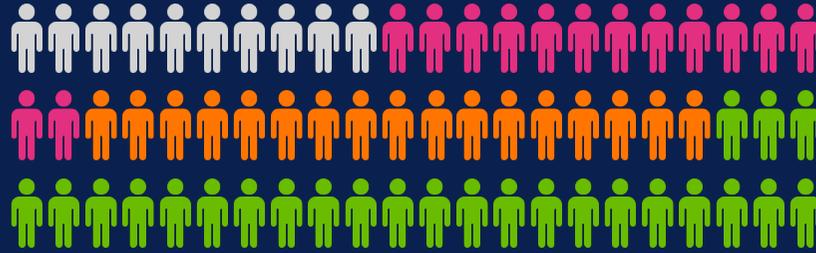


Modality Mid Sussex

June 2023 - How Did We Do?

July 2023 Update

We have **31,752** patients registered across our practice locations of  Park View  Judges Close  Crawley Down &  Ship Street



Our team completed **146** Home Visits...



... issued **41,668** medications



... processed **11,506** documents



... sent **663** referrals



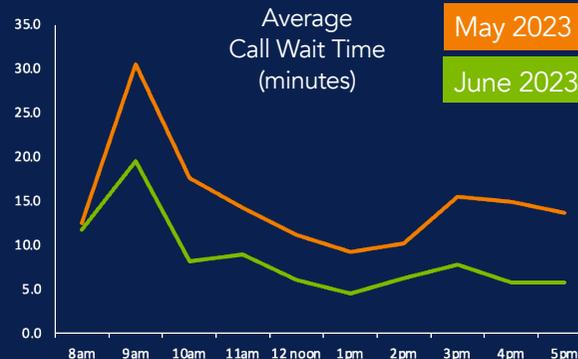
... and received **15,134** calls

We provided **10,346** appointments of which... **54%** were face to face **440** were missed by patients

⊗ Don't forget you can now cancel your appointment via a quick form on our website

The average number of minutes that patients have to wait for their call to be answered has **reduced by over 40%** in June 2023

The number of online requests submitted using Patient Triage has increased by 50% in June



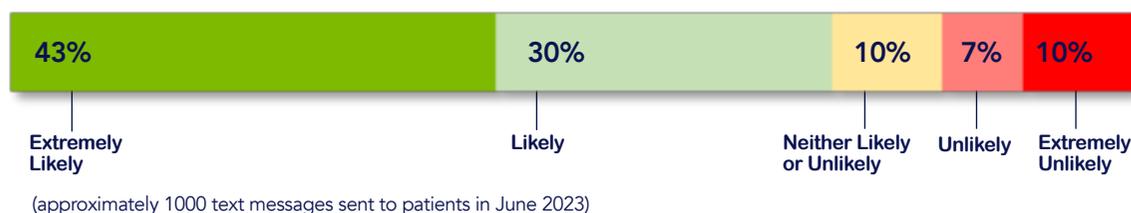
Modality Mid Sussex

July 2023 Update

June 2023 - Patient Feedback

124 patients responded to our **Friends & Family Test Survey** which is available on our website, proactively sent to patients who have received care via SMS Text Message and available as a paper form in practice.

How likely are you to recommend the care you received to friends & family?



How does this compare to last month?



9% increase in patients being extremely likely or likely to recommend



4% decrease in patients being unlikely or extremely unlikely to recommend

How can you share your thoughts?



You can share your thoughts by contacting us to submit a complaint, compliment or concern in a number of different ways:

1. Online via our practice website link below or by scanning the QR code - <https://tinyurl.com/4rdsd3dv>
2. In writing by submitting a letter to the practice
3. Verbally by speaking to one of our Patient Services Team



“ GP was good, offering to refer to a consultant. Receptionist made every effort to help me sign on to online use of communication of via IT ”

“ Very grateful for GP's prompt response in seeing and referring me on. ”

“ The doctor's care was fine. The challenge is getting an appointment and having to phone multiple days at 8:30 and wait on the phone for a long time to be told by an automated message there are no more appointments. ”

We recognise that there are a substantial number of concerns being raised formally and informally to other NHS bodies, MPs & on social media. We want to encourage patients to raise issues to the practice directly, as this is the best way we can investigate your concerns and address them.

How To Contact Us



HOW TO BOOK AN APPOINTMENT

If you need a GP assessment you should contact the practice by phone from **8.30am, Monday - Friday**.

If you need to contact us for an administrative query, or to book a routine nursing appointment, please call **after 10.30am** when the lines are less busy.



HOW TO CONTACT US ONLINE

If you have access to the internet, you can submit an online query to the practice between **9am - 12 noon**, each weekday, using the '**Patient Triage**' button on our website.

This service is available for a limited number of requests for a GP appointment each day (dependent on capacity) and also for administrative queries.



HOW TO ORDER YOUR REPEAT MEDICATION

You can order your repeat prescription in a number of different ways:



1. Log onto **Patient Access** online services & submit your request
2. Use our **Voice Connect** automated repeat prescription telephone ordering service by calling **01342 645337**, which allows patients to order 24hrs a day / 7 days a week
3. Using the **NHS APP**
4. Paper requests will still be accepted for vulnerable patients, who are unable to use the online or phone ordering services



HOW TO CANCEL YOUR APPOINTMENT

You can cancel your appointment by contacting us in the following ways (please give as much notice as possible):



1. By submitting an online form via the **practice website**
2. If you have received a text message appointment reminder you can cancel by clicking the unique link in the message
3. By telephoning or visiting the practice



HOW TO FIND OUT ABOUT YOUR TEST OR INVESTIGATION RESULT

You can access your test results via the **NHS App**, online **Patient Access** system or by speaking to our team. We do not routinely contact patients about normal test results or those not requiring any further action. **We will however contact you regarding any abnormal test results that need further action.**

Please be aware that although routine blood test results may be back within a couple of days, they can take up to 10 working days to be processed. X-Ray and Scan results up to 14 days to appear in your medical record.

If you have **not heard from us within 2 weeks** of having your test or investigation and have ongoing symptoms you are concerned about, then please contact the practice again to tell us about your ongoing symptoms. This is so we can assess whether any further action is needed. **Please do not contact us before 2 weeks**, unless you have reason to believe your symptoms have become more urgent as the extra demand these enquiries create impacts on our ability to deal with urgent queries quickly.



Modality Mid Sussex

Patient Engagement Events

July 2023 Update

Virtual / Online Events



**17
JULY**

Online Patient Engagement Session

Time: 6.30pm- 8.00pm

Venue: Zoom Link to be sent the day of the event

**18
JULY**

Online Patient Engagement Session

Time: 6.30pm- 8.00pm

Venue: Zoom Link to be sent the day of the event

Please note: Patients must register to attend the event either via the EventBrite link or by speaking to our Patient Services Team in practice or over the phone.

Face to Face Events



**25
JULY**

Location: Crawley Down

ALL 100 PLACES **SOLD OUT** FOR THIS EVENT

**26
JULY**

Location: East Grinstead

Time: 6.30pm- 8.00pm

Venue: Jubilee Community Centre RH19 2HL

**27
JULY**

Location: Burgess Hill

Time: 6.30pm- 8.00pm

Venue: Cyprus Hall RH15 8DX



Register to attend one of our patient engagement events by scanning the QR Code or by visiting www.tinyurl.com/pspwzthc

