

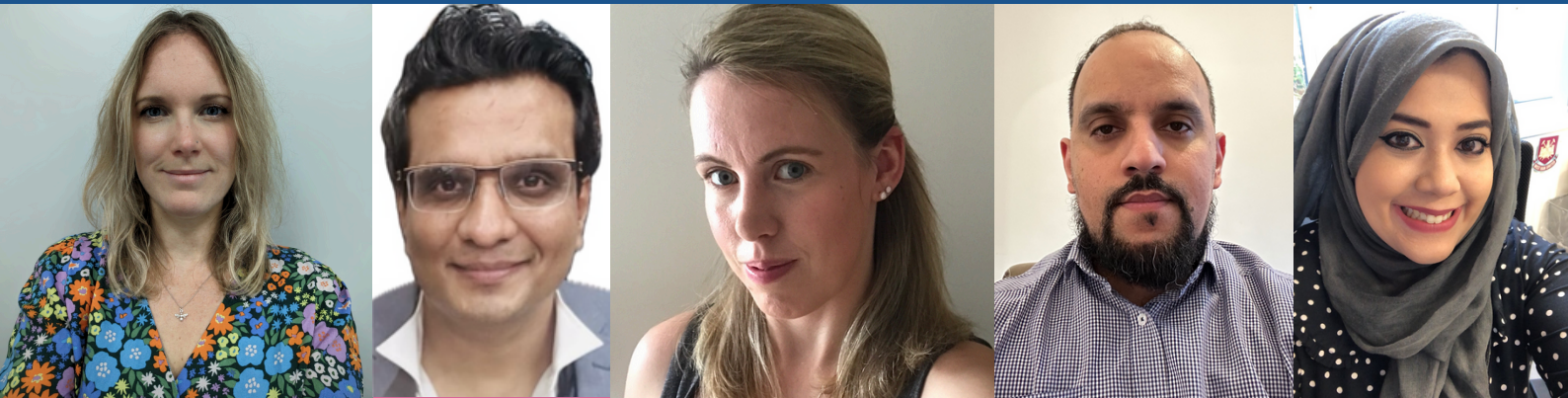
Patient Update



Welcome to our latest patient update. We have lots of news and information to share with you, from our successful recruitment of new staff to our future plans to continue to improve the services we offer.

WELCOME TO OUR NEW STARTERS

We are delighted to have welcomed five new salaried GPs to the Modality Mid Sussex team since the start of the year. We are thrilled that Dr Doust, Dr Gill, Dr Lee, Dr Iqbal and Dr Haleem have joined us, as it will make a real difference to the number of face to face consultations we are able to offer across our practice locations. We continue to recruit further clinical and non-clinical team members to help us increase the number of appointments we are able to offer.



FAREWELL & WELCOME BACK!

Although we sadly said goodbye to Dr Saleemi in February due to relocation, we are pleased to welcome Dr Flatman back from maternity leave this month.



How are we doing?



HOW ARE WE IMPROVING ACCESS FOR PATIENTS?



Recruiting to increase the number of appointments we are able to offer



Providing additional appointments outside of normal practice opening hours



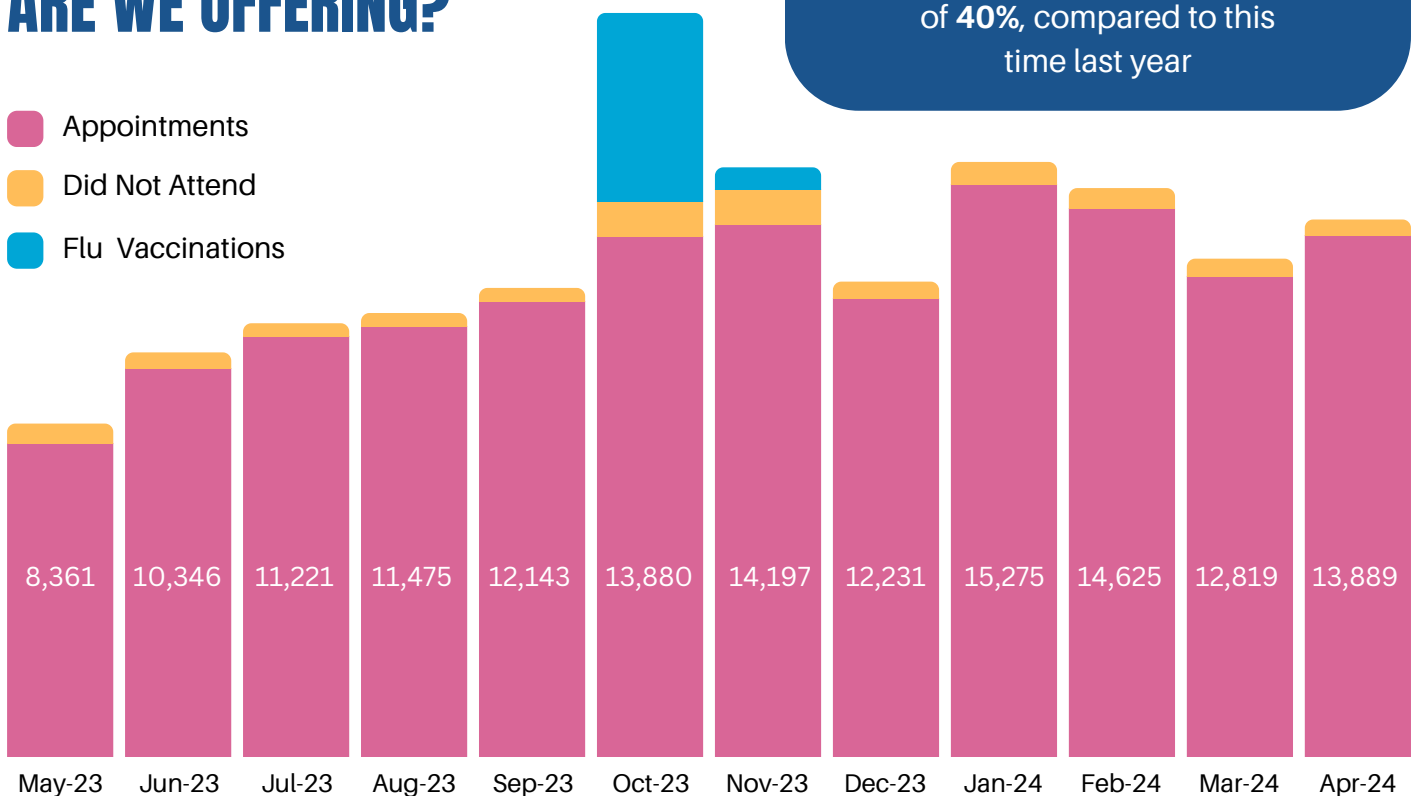
Redesigning the appointment system to change the way appointments are allocated



Exploring new ways for patients to request access to care

HOW MANY APPOINTMENTS ARE WE OFFERING?

- Appointments
- Did Not Attend
- Flu Vaccinations



We have increased our monthly appointment capacity by an average of **40%**, compared to this time last year

What is new in May 2024?



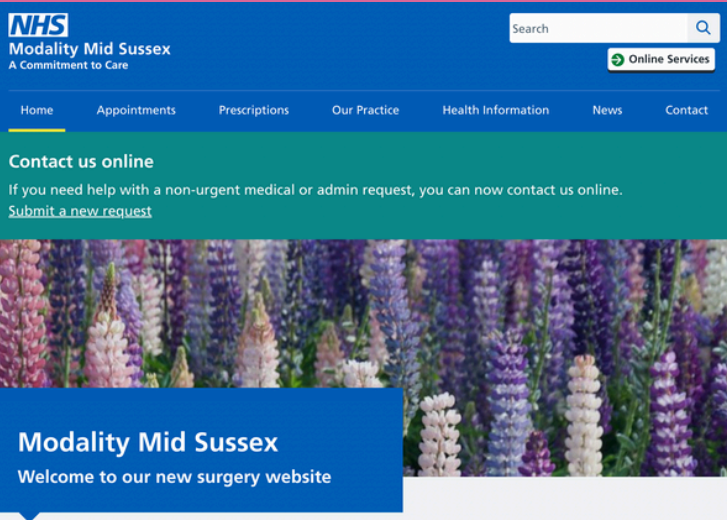
SATURDAY MORNING GP & NURSE CLINICS



We are now able to offer additional GP, Nurse and Advanced Clinical Practitioner appointments on a Saturday morning, rotating across all four Modality Mid Sussex practice locations. The introduction of additional weekend clinics is the first phase in the redesign of our appointment system. The appointments provided will be a combination of routine and acute care, with the aim to increase capacity and offer more choice for patients.

HOW ARE THESE APPOINTMENTS BOOKED?

Each weekday Saturday GP routine appointments are released in advance, together with the ability to book routine nurse appointments. A small proportion of the Saturday GP appointments are reserved for the Duty Doctor team to use for patients that need a face to face clinical assessment within 24 hours. This is to help reduce the need to re-direct patients to other NHS services if capacity is reached on a Friday afternoon.



NEW PRACTICE WEBSITE

In the next few weeks, we will be launching a new practice website provided by iAtrio, an award winning GP website provider. Our new website will be more user friendly and accessible for patients. We will be sharing further information in practice and on social media before the website is launched.

What is coming in 2024?



NEW PATIENT ACCESS SYSTEM

Across Modality Partnership, a large number of our practices have adopted new patient access systems, which offer greater flexibility and improve access for patients. Together with redesigning our appointment system, this is something that Modality Mid Sussex is beginning to explore.



WE NEED YOUR HELP

During the summer months, we will be inviting patients to drop-in workshops exploring the options available for the design and development of a new patient access system. We want this to be a collaborative process, working closely with patients, staff and community stakeholders to achieve the best solution possible.



The right care, first time



Aim to reduce the 8.30am rush



Be accessible to all



Prioritise care dependent on medical need



CALL WAIT TIME

We are committed to improving our telephone access further by providing an approximate call wait time for patients, rather than what number they are in the queue. We are working with our phone provider to achieve this.