

During July, we were delighted to meet with so many patients at both our virtual and face to face patient engagement sessions. We learned a lot from you and we hope the update on our improvement plan helped provide some reassurance. Read on to learn more about those events, and to find out how you can provide further feedback using our Patient Survey during September 2023.



In August, we were very pleased to welcome Dr Joe Wilkinson to the GP Team. Joe completed his GP Training at Modality Mid Sussex and has joined the team working at Judges Close.

***"I am excited to continue working at Judges Close having been a registrar here. I am originally from the West Midlands and following completion of my medical degree from King's College London have worked in London and along the South coast via Chichester and Brighton. My interests outside of medicine are mainly sport based, I enjoy rugby, hockey, cricket and golf."***

In contrast, near the end of his GP career, Dr Dan Jefferies has decided to step down as a GP Partner in October 2023. However, you will still see Dr Jefferies working as part of the Crawley Down team as a locum GP.

***"I came to Crawley Down Health Centre as a trainee in 1991. I was lucky enough to be offered partnership following completion of my training, and I am now in my 30th year with the practice. It is with a heavy heart that I am stepping down as a partner, although I do intend to continue working clinically for a few more years. Working as a GP is a huge privilege. I have been very lucky to get to know many people over this time, who have all made an impact on me in one way or another. I have many plans for the future and look forward to this new phase in my life."***



Although GP recruitment remains a big challenge for us, we have had success in recruiting additional remote GPs, receptionists, administrators, nurses, healthcare assistants, phlebotomists, a paramedic and advanced nurse practitioners during July and August. In future updates, we will share how these different types of roles help us provide better capacity and improved care to our patients.

# Modality Mid Sussex

## Patient Engagement Sessions - July 2023

Summer 2023 Update

We were delighted with the turn out, level of positive engagement and healthy challenge(!) from our patients. We look forward to meeting with you again towards the end of this year, both online and in person.

A number of key topics were identified from our open discussion and group work, and we have implemented or have changes in progress in response to a number of issues raised including:

- Advanced booking for patients who require routine blood monitoring
- Improvement of the phone system messaging
- Maintaining patient confidentiality at reception
- Providing better information for patients who are unable to access the internet

All the issues raised have been incorporated into our improvement plan, and there is further opportunity to feedback to us via our patient survey this month:

The ability to obtain a same day or routine GP appointments

Promotion of additional services e.g. Physio, Wellbeing & Support Groups

Supporting patients on discharge from hospital

The ability to book routine nurse appointments in advance

Provision of better information about Modality as an organisation

You can watch the online Patient Engagement sessions from July 2023 on our YouTube channel - <https://www.youtube.com/@ModalityMidSussex>

You said.

We did.

# Modality Mid Sussex

Summer 2023 Update

## “ADVANCE BOOKING FOR ROUTINE BLOOD TESTS”

Many patients have fed back to us about how frustrating it is not to be able to book routine blood tests in advance. In order to achieve this, we have expanded the number of blood test appointments that we can offer across all four of our sites.

During September, we are beginning to offer patients (who need regular blood test monitoring) the ability to book up to 12 weeks in advance. These appointments can be booked by contacting us online, using Patient Triage between 9am - 12 noon, or by phoning and speaking to a member of the practice team.

Over the next two months, we are expanding our Pharmacy Team to include two full time Pharmacy Adminstrators. We have identified the need to improve the way in which we proactively recall patients for routine blood test monitoring, together with how medication reviews are completed and communicated once test results have been reviewed and actioned. This development forms part of our ongoing plan to improve patient care.

## “CONFIDENTIALITY AT RECEPTION”

Providing adequate space and opportunity for information to be relayed to reception staff, whilst maintaining patient confidentiality, is a constant challenge.

We continue to train our team to offer patients the opportunity to speak privately to a receptionist and, patients can also request this when visiting the practice in person.

With the improved call wait times and access to Patient Triage, together with increasing the number of appointments we can offer, we anticipate this will lessen the number of patients attending in person to book an appointment. We continue to monitor the management of queues in practices and are trying different ways to make sure confidentiality is maintained.

## “HELP FOR THOSE PATIENTS WHO ARE NOT ONLINE”

We understand that the internet is not accessible to everyone. We are working with the members of the Patient Participation

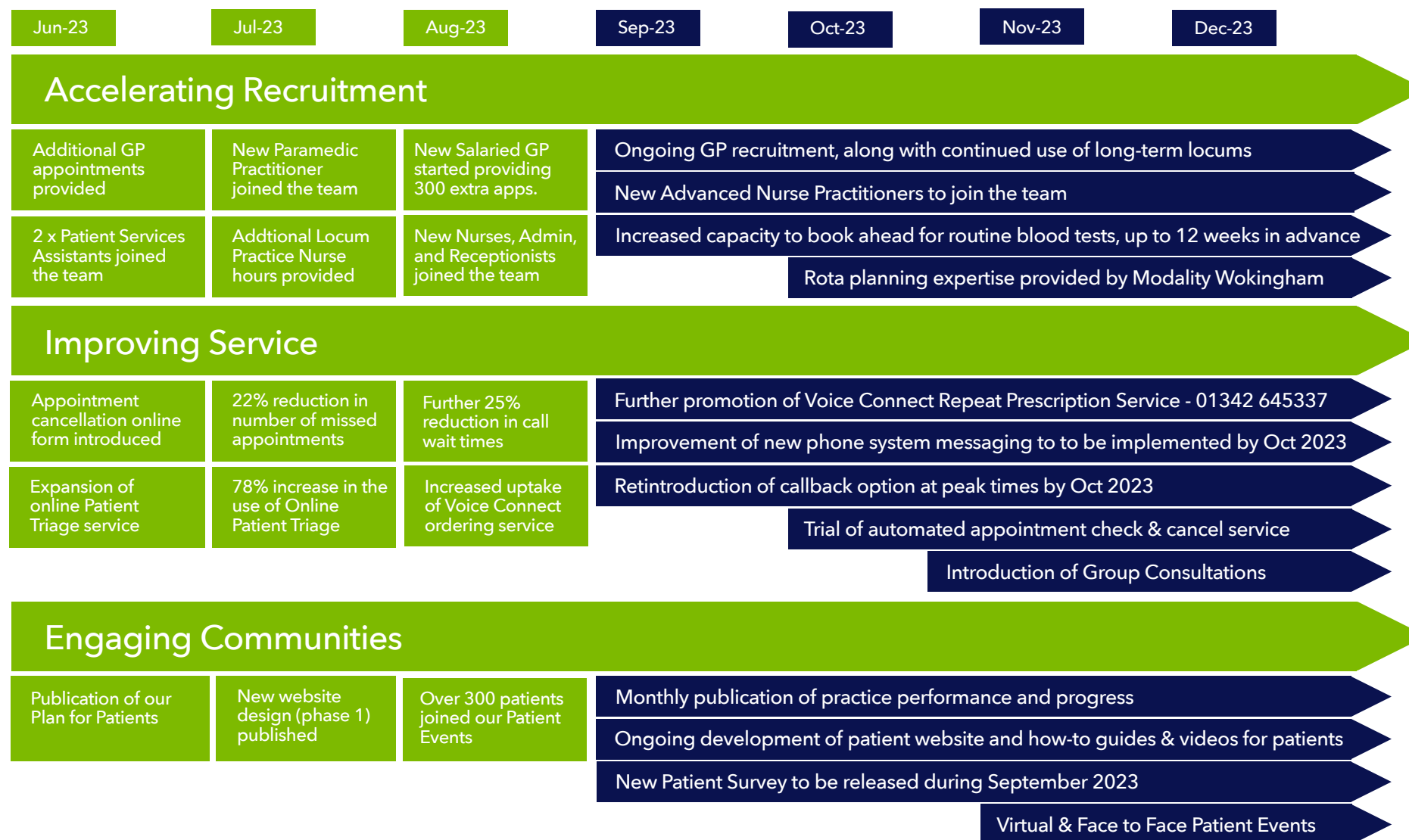
Group (PPG) to explore different ways and venues we can share our patient information updates in paper format.

For those who can access the internet, but would like to learn how to use the NHS App, Patient Triage or Patient Online services - we are planning to hold some digital empowerment workshops for patients as part of our Patient Engagement events towards the end of the year.

## “CHANGE THE PHONE SYSTEM MESSAGES & MUSIC”

Over the summer months, we have seen a further 25% reduction in the length of call wait times for patients, together with a 43% increase in the number of patients using Patient Triage to contact us online.

To improve patient experience further, during August we have been working with our phone system provider and external technology consultants (provided by the ICB) to design a new call flow. This is now being built and will be implemented across all our sites by October. It has been designed to be more efficient and provide better patient information.





# Modality Mid Sussex

July & August 2023 - How Did We Do?

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

Our average monthly workload was...

- Our team completed **171** Home Visits...
- ... sent **794** referrals
- ... issued **39,683** medications
- ... and received **13,275** calls
- ... processed **10,958** documents

The average number of minutes that patients have to wait for their call to be answered has **reduced** again in July, by a **further 25%**

The number of **online requests** submitted using Patient Triage has **increased by 43%** in July

Average Call Wait Time (minutes)

| Time    | May 2023 | June 2023 | July 2023 | August 2023 |
|---------|----------|-----------|-----------|-------------|
| 8am     | 12       | 10        | 10        | 10          |
| 9am     | 30       | 20        | 12        | 12          |
| 10am    | 18       | 8         | 8         | 8           |
| 11am    | 15       | 8         | 8         | 8           |
| 12 noon | 12       | 8         | 8         | 8           |
| 1pm     | 10       | 8         | 8         | 8           |
| 2pm     | 10       | 8         | 8         | 8           |
| 3pm     | 15       | 8         | 8         | 8           |
| 4pm     | 15       | 8         | 8         | 8           |
| 5pm     | 14       | 8         | 8         | 8           |

How many appointments did we offer during **July & August 2023**?

| Month  | Total provided | Did Not Attend |
|--------|----------------|----------------|
| May-23 | 8,361          | 0              |
| Jun-23 | 10,346         | 0              |
| Jul-23 | 11,221         | 0              |
| Aug-23 | 11,475         | 0              |

**Thank you!** We have seen a **22% reduction** in the number of missed appointments in July / August 2023

Automated Telephone Ordering Service VOICE CONNECT

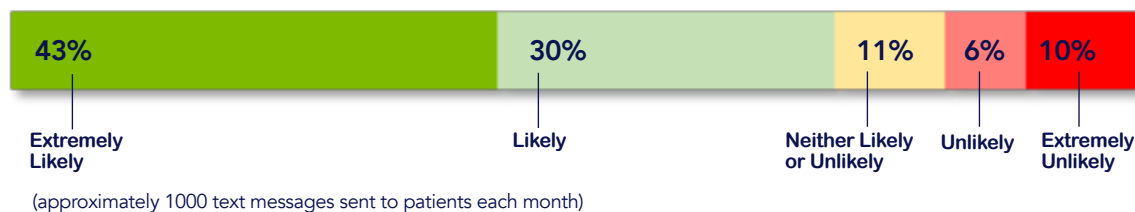
On average over **2150** patients used our automated telephone ordering service, **Voice Connect**, to order their repeat prescriptions

# Modality Mid Sussex

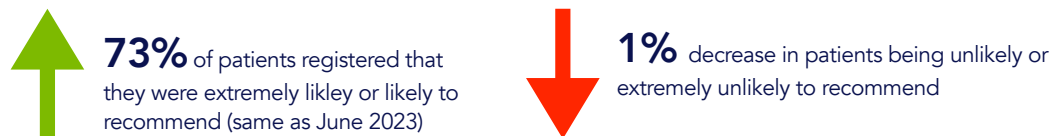
July & August 2023 - Patient Feedback

Over **500** 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?**



**Tell us what you think**



We are inviting patients to complete a patient survey in response to the latest patient update. Scan the QR code or visit the Modality Mid Sussex website to submit your response.



Summer 2023 Update

**How do I book your Covid-19 Booster & Flu Vaccination?**



**COVID-19** vaccinations are being provided for Modality patients by the Alliance for Better Care (ABC). From the **18th September**, the NHS will start to invite patients in priority order of risk and eligible patients will be able to book an appointment on the **National Booking Service** on the NHS website. Eligible patients should wait to receive an invite before booking. The location of the clinics will be confirmed shortly.

**FLU VACCINATIONS** are being provided by Modality Mid Sussex on Saturdays and weekdays from the **1st October**. Patients will be invited in order of risk by text message including a link to book online, and patients without a smartphone will be phoned by a member of the practice team. Please wait to receive an invite before contacting the practice.

ABC will also be administering both Flu & Covid vaccinations for all **housebound, residential nursing** and **care home** patients. ABC will contact patients direct to arrange.

# Modality Mid Sussex

Summer 2023 Update

## Recruitment - We Need Your Help!

Our **biggest challenge** remains the **recruitment of permanent GPs** to provide the level of service needed to adequately meet the needs of our patients. Although we have had some success with remote GP recruitment and the employment of additional Locum GPs, we need more GPs working onsite in our practices. This is where we need your help to launch a recruitment campaign to attract GPs to live and work in Mid Sussex.



Download the Modality Mid Sussex selfie sign from our website or scan the QR code



Take a selfie with the selfie sign



Email your selfie to [info@modalitypartnership.com](mailto:info@modalitypartnership.com)



### We're Hiring!

Salaried GPs  
Mid Sussex

Modality Mid Sussex have a number of exciting opportunities to join their GP Team, based at one of our sites in Crawley Down, East Grinstead or Burgess Hill

**What We Offer...**

- Competitive Salary & Leave**  
£11,000 - £11,500 per session, Minimum of 30 days, plus 8 bank holidays
- Sustainable Workload**  
24 patient contacts per day and capped, pre-triaged duty sessions
- Career Progression**  
Transparent career pathway for leadership and development
- Senior Mentorship**  
From GPs, many of whom are educators & qualified trainers
- Post CCT Integration**  
"ST4 Programme" of support for newly qualified GPs & fellowship offer
- Fair Share**  
Fairly shared admin and innovative solutions to help minimise workload
- Supportive**  
A committed, supportive and safe working environment - prioritising opportunities to socialise together
- Efficient Working**  
Extensive multi-disciplinary teams conducting home visits, medication reviews & admin document management

Scan the QR code to find out more and, if interested, please get in touch for an informal chat to learn more about our practices and our GP Team

Once we receive your selfie, we will reply asking you to confirm that you consent to your selfie being shared on social media. Once we share your selfie, along with our GP advert please share far and wide using the tag lines below...

**#patientsneedyou**  
**#ourpatientsneedyou**