

Welcome to our Autumn 2023 patient update! We have lots of information and news to share on how Modality Mid Sussex has been making further changes and improvements to the services we offer to patients. Please read on to find out about...

Our New Starters

New GP Practice Roles Explained

Group Consultations

GoQii Online Health Coaches

You Said, We Did

Improvement Plan Progress

Practice Performance

Workforce Update

Patient Satisfaction

We are committed to enhancing services, access and care for our patients. We remain closely engaged with the Integrated Care Board (ICB), Care Quality Commission (CQC), and our Patient Participation Group (PPG) to collaboratively implement the changes required.

Modality Mid Sussex

Autumn 2023 Update

Welcome To Our New Starters!

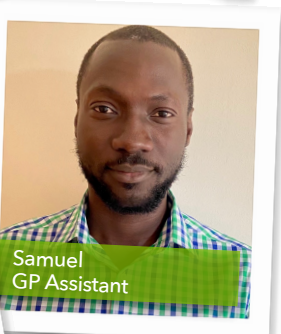
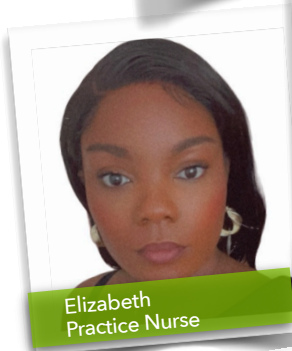
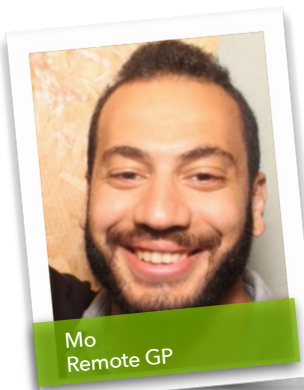
Although we have wished both Dr Dan Jefferies and Dr Mark Lythgoe a 'Happy Retirement', we are thrilled to have welcomed so many new members to the team and that Dr Jefferies will be staying on as a regular locum based at Crawley Down.

We continue to explore new ways of working to expand the capacity of appointments and the range of services we can offer to our patients. Dr Mo Elshafei and Dr Sophie Lamb have joined us working as remote GPs, providing both telephone consultations and clinical admin support

actioning and reviewing test results, medication queries, referrals and clinical letters. In January 2024, we will be welcoming Dr Sally Doust back to Mid Sussex to work with us as a GP based at Park View and Dr Cathy O'Leary will be increasing her working hours based at Ship Street.

Natasha and Ovo joined the clinical team at Crawley Down in October, working as a Physician Associate and Advanced Nurse Practitioner supervised by the GP Duty Team. Elizabeth and Abigail have joined the Practice Nurse teams based at Crawley Down, Ship Street and Park View, along with locum nurse support providing additional capacity. To help expand the number of routine blood tests we can offer our two new GP Assistants are being trained in Phlebotomy services, and will be running clinics in the New Year.

We have also successfully recruited a large number of non-clinical staff providing both reception and administrative support, including Louise who has been appointed as the new Patient Services Manager at Ship Street.





WHAT IS AN ADVANCED NURSE PRACTITIONER?

Advanced Nurse Practitioners (ANPs) are nurses that have completed advance level training, to enable them to diagnose, treat, prescribe medication, issue Fit Notes, arrange tests & investigations, make referrals to secondary care and give advice.

Our ANP, Ovo, works as part of our Duty Team providing same day appointments treating minor illness such as, aches and pains, coughs, tonsillitis, high temperatures, ear / chest infections, rashes, minor injuries or dizziness.

Ovo works closely with, and is supervised by, a GP and will seek advice or escalate any patients that need a GP review to the Duty Team.



WHAT IS A PHYSICIAN ASSOCIATE?

Physician Associates are trained and qualified to diagnose and treat a wide range of health conditions. They can diagnose and treat minor illness, arrange tests and investigations, make referrals to secondary care and give advice. Physician Associates are unable to prescribe, but can recommend a treatment or medication that is then reviewed by a GP.

Our Physician Associate, Natasha, works as part of our Duty Team providing same day appointments treating minor illness such as, aches and pains, coughs, tonsillitis, high temperatures, ear / chest infections, rashes, minor injuries or dizziness.

Natasha works closely with, and is supervised by, a GP and will seek advice or escalate any patients that need GP review to the Duty Team.



WHAT IS A GP ASSISTANT?

GP Assistants are a relatively new role within general practice and provide support to GPs by carrying out administrative tasks, care coordination, supporting patients with long-term conditions and basic clinical duties such as blood tests and health checks.

We are very excited to welcome so many new roles to the team, which will really help us increase the number of same day appointments we can offer to our patients.

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Group Consultations

We were delighted to welcome Dr Vipin Bhardwaj and Dr Helen Rutherford from Modality Wokingham to Mid Sussex to launch our new health promotion Group Consultation Programme. Over 35 patients joined us at Crawley Down Health Centre for the first sessions in October, and further sessions have taken place in November. We have had an amazing response with over 100 patients signing up to the programme, and we will be offering more places and opportunities to sign up over the coming months.

Following the session, all patients are invited to onboard with an online GoQii Health Coach to receive ongoing support. Patients across Modality are being empowered to make a real improvement in their health and the management of their long-term conditions following attending this programme, and we hope to expand the offering of these sessions further over the coming months. If you would like to find out more, scan the QR Code or visit...

www.modalitypartnership.nhs.uk/midsussex/diabetesimprovementprogramme



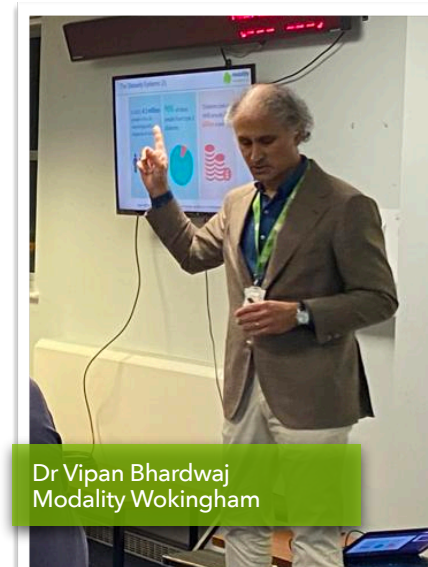
" Very informative and a useful addition to other training programmes given... good, clear presenter "

" I thought the session was very interesting & useful... I hope I can lose weight and feel better "

" I found the evening thoroughly enlightening and I am looking forward to trying the dietary changes "



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Dr Vipin Bhardwaj
Modality Wokingham



Dr Helen Rutherford
Modality Wokingham

Modality Mid Sussex

GoQii Online Health Coaches

What Is A Health Coach?

- An Online Health Coach is a non-clinical member of our practice team
- Helping to manage and /or prevent longer term healthcare conditions through lifestyles management and advice
- Providing resources, education and help directly through remote consultations and messaging using the GoQii App

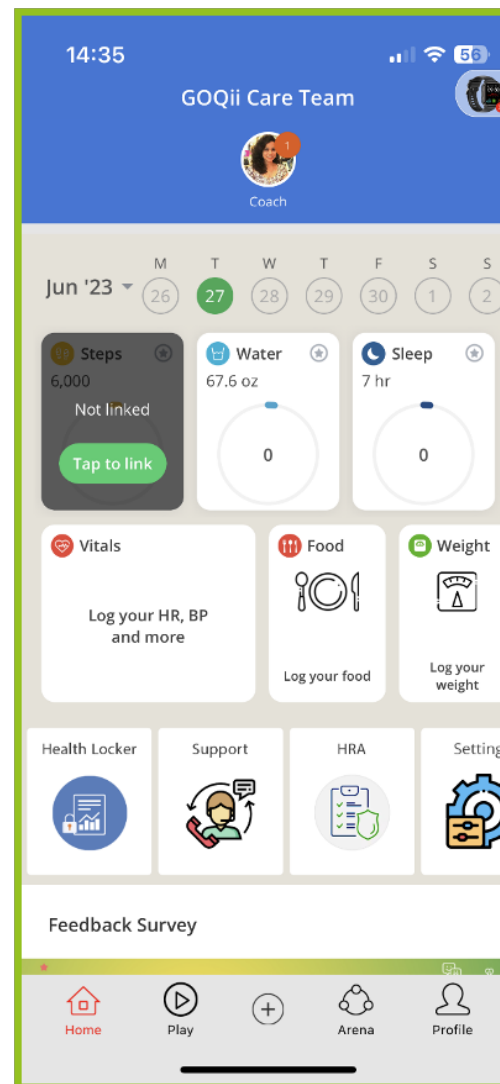
How Can A Coach Help You?

- They can help you with nutrition and diet / pain management / daily struggles
- Provide dedicated support to help improve your day to day activities
- Offer longer appointments to allow meaningful conversations with you to help improve lifestyle, behaviour and physical health changes

What Would I Need To Do?

- Attend virtual appointments with your Coach by telephone or video
- Work with your Coach to develop a personal plan that helps you meet your health & wellbeing goals
- Attend regular check-ins with your Coach to ensure progress is being made

Patients who have been invited to attend the Group Consultation sessions will automatically be offered a referral to an online GoQii health coach. Patients can also be referred directly by a member of the practice team.



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You said.

We did.

“WORKING WITH CQC... HOW DOES IT WORK?”

Since July 2023, we have been working closely with the Care Quality Commission (CQC) and local commissioners (ICB) feeding back on the progress we have been making against our improvement plan.

Significant progress has been made in increasing the number of appointments offered, from 8,361 in May to 13,880 in October 2023. Together with increased capacity, we have improved access for patients by reducing the call wait time and expanding the online Patient Triage service.

In the CQC report, the difficulty of patients being able to access routine blood test monitoring was highlighted. To help overcome this issue, we have implemented a new blood monitoring recall process, employing additional pharmacy admin staff to proactively recall patients and contact patients who do not attend. In addition, we have recruited and trained further clinical staff to increase the number of phlebotomy appointments being provided.

This, along with the ability to book a routine blood test up to 12 weeks in advance, has made a real difference.

We continue to work with the CQC and ICB to implement the further improvements and changes required.

“CONFIDENTIALITY AT RECEPTION”

At peak times, a new queuing system has been implemented at all four practice sites to maximise patient confidentiality at reception.

If you attend in person to book an appointment before 8.30am, you will be asked to give your name and to take a seat in the waiting area. Once appointments are open for the day, the receptionist will ask each patient in turn to come to the reception desk. This is so that the receptionist can ask the necessary triage questions to the patient, while maintaining patient confidentiality.

We ask that patients respect the new process and note that the receptionist will explain that adding your name to the list does not guarantee an appointment.

“HOW CAN WE PROVIDE FEEDBACK?”

We really value the patient feedback that we receive, and would like to be able to measure and collate this more effectively. We will be working with the Patient Participation Group (PPG) to design a patient survey that will be issued every quarter to patients, both in practice as a paper form and online. We will issue the patient survey for the first time in January 2024.

“WHEN WILL THE NEXT PATIENT ENGAGEMENT SESSIONS BE?”

We had planned to run further face to face and online patient engagement events before the end of the year. However, with the amount of work required to implement our improvement plan, this has not been possible. We apologise for any disappointment this may cause. We will be publicising patient engagement events from the beginning of January that will take place in February 2024 in multiple locations.



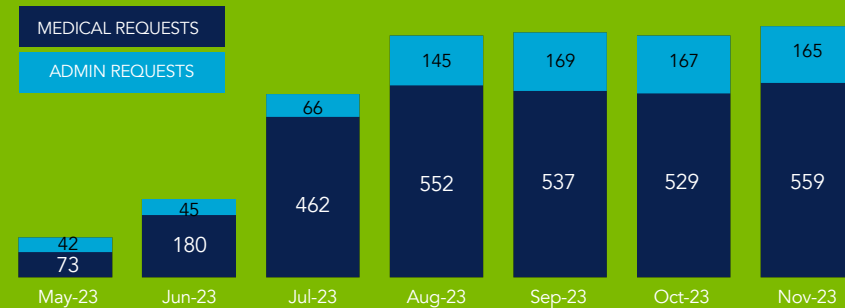
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November 2023 - How Did We Do?

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We have over **31,000** patients registered across our practice locations of Crawley Down, Judges Close, Ship Street and Park View

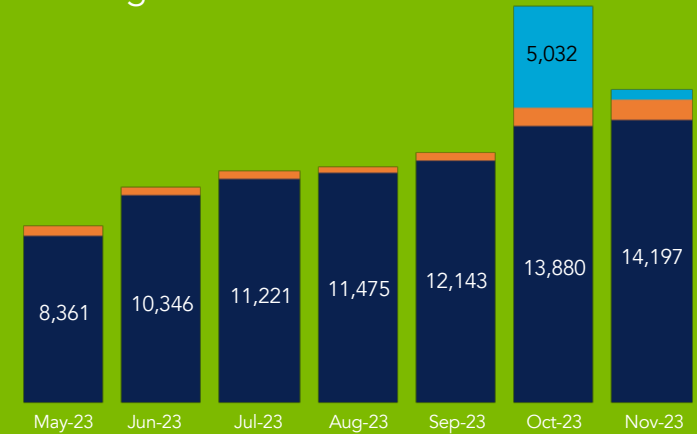
Online requests received via Patient Triage



Patients can send medical queries (limited capacity) or admin queries e.g. fit note, routine blood test, general queries between 9am - 12 noon each week day. Scan the QR code to find out more.



How many appointments did we offer during November 2023?



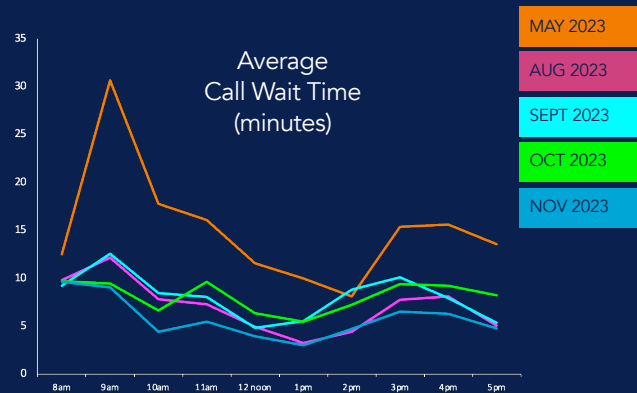
Total number of appointments provided

Appointments where patients did not attend

Flu Vaccinations

The average number of minutes that patients have to wait for their call to be answered has remained at a reduced level from July to November 2023

We continue to onboard & train additional Patient Services Assistants to reduce the call wait further for patients.



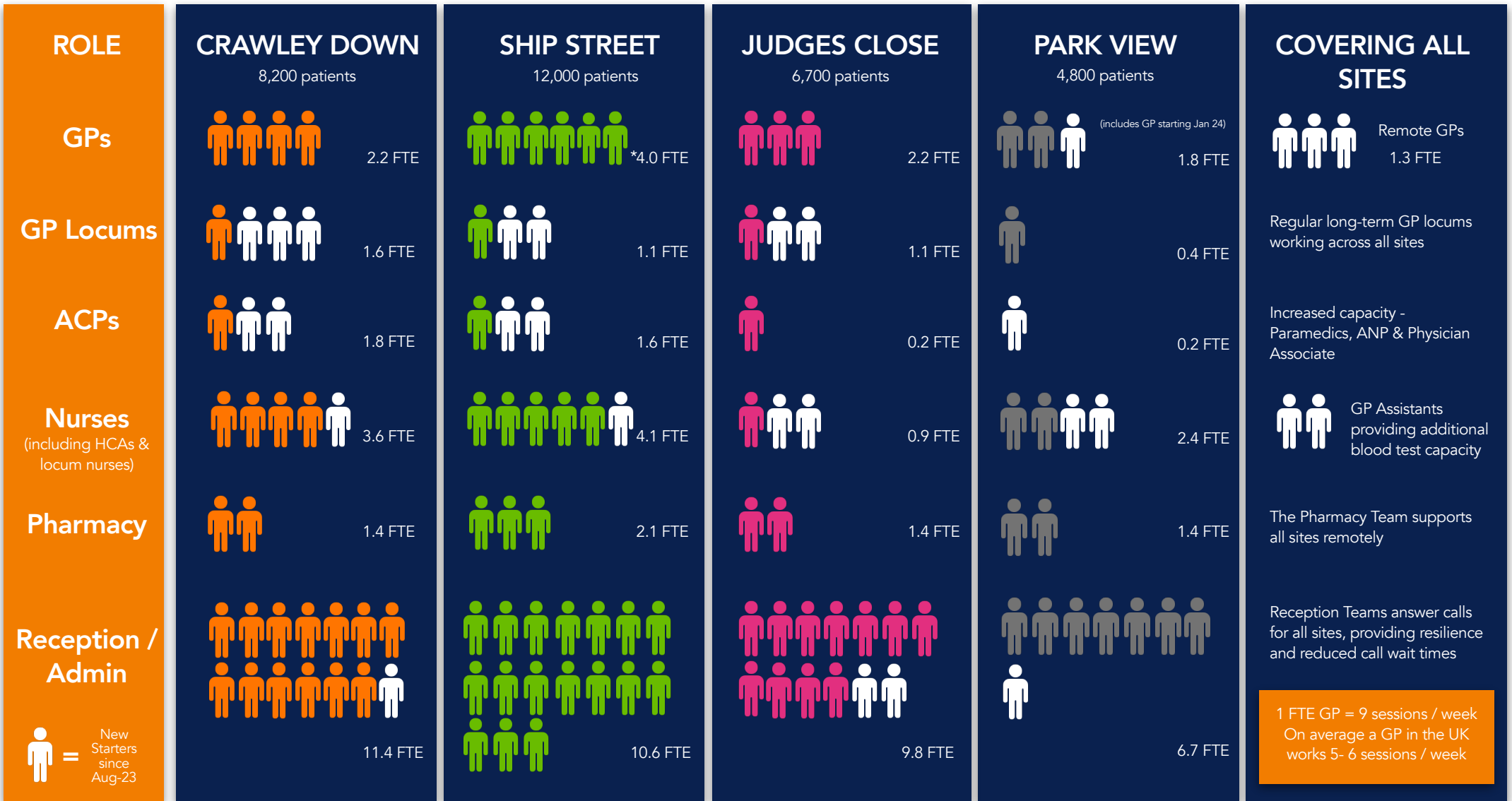
Automated Telephone Ordering Service



Over **2632 patients** used our automated telephone ordering service, **Voice Connect**, to order their repeat prescriptions - an **18% increase** on previous months

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Workforce Update



* 0.6 FTE GP on maternity leave (included)

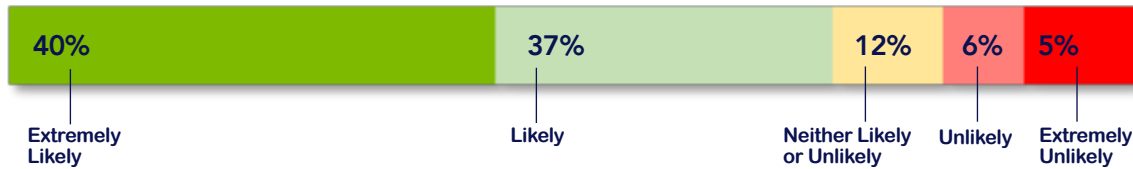
1 FTE GP = 9 sessions / week
On average a GP in the UK works 5- 6 sessions / week

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November 2023 - Patient Feedback

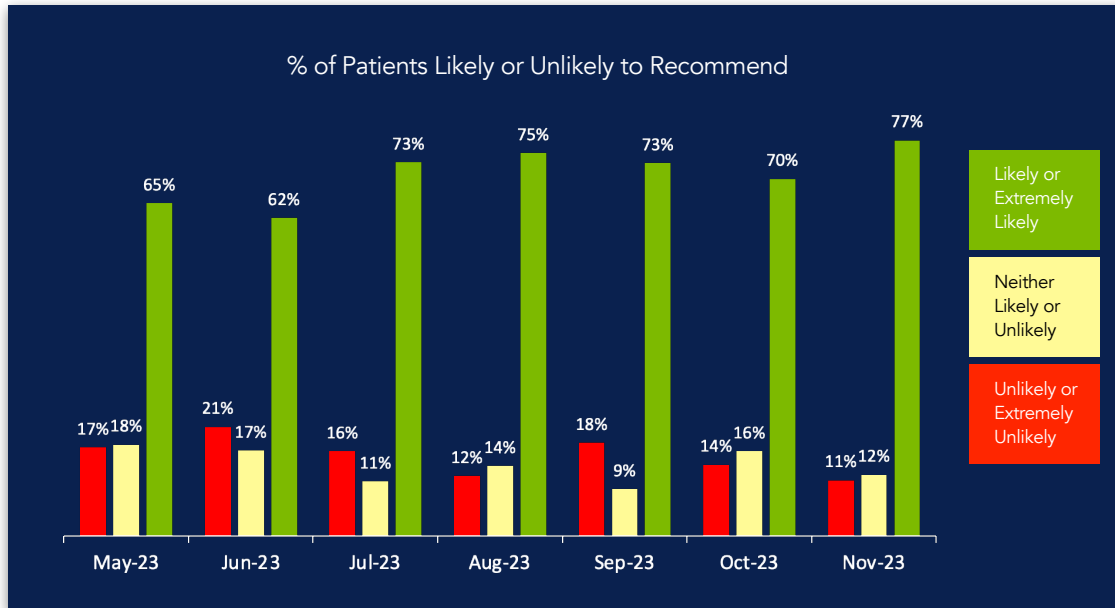
Over **500** patients responded to our **Friends & Family Test Survey** which is available on our website, proactively sent to patients who have received care via SMS Text Message and available as a paper form in practice.

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



(approximately 1000 text messages sent to patients each month)

How does this compare to the previous months?



What method of Patient Communication do you prefer?

As part of the patient survey shared in September, we asked patients what method of communication they prefer. The results highlighted the need to offer a wide range of methods, but developing a patient mailing list to receive an e-newsletter (together with paper) would improve patient communication and engagement. This has been added to our improvement plan.

