

Modality Mid Sussex

The Way Forward



Dear Modality Mid Sussex Patients,

19th June 2023

This week, we publish our plan to improve access and services for our patients. We recognise and have listened to the concerns you have raised, and we are now able to share the progress we have made and our plan for the way forward. We have taken time to understand, fully investigate and explore the ways in which we can expand and improve the services we offer; by working towards achieving short, medium and longer term goals over the next 6 months.

We know how frustrating it can be to wait on the phone and then to be told there are no appointments left for that day, so we have been working hard to recruit and expand our clinical and non-clinical teams. Together with continuing to increase capacity, we are now offering online access via our website between 9am - 12 noon each weekday for patients to submit administrative requests and a limited number of medical queries. In the coming weeks, we will be launching our new online Health Coaches and Group Consultation services providing care to patients who would benefit from lifestyle and long-term condition management advice and guidance. We aim to expand these services further over the next 12 months, to offer greater flexibility and access to our patients.

Through the feedback we have received, we understand that we need to make it easier for patients to navigate and access our services. We will be streamlining the way our teams work across sites, aiming to offer more efficient call handling and providing better patient information via our phone system, website and social media.

Together with growing our teams, improving the patient experience and providing new services, we will be publishing monthly updates on how we are performing and our progress against our plan. We want to communicate and engage better with our patients moving forward, to begin with we will be holding a number of face to face and virtual patient engagement events at the end of July 2023. We really hope that our community will support and join us in working towards a better future for GP services in Mid Sussex.

Thank you for your continued support.

Modality Mid Sussex GP Partnership

Modality Mid Sussex



You said.

We did.

“ WE WANT BETTER ACCESS TO A GP. ”

We know how frustrating it can be to contact the practice and to be told that there are no appointments left for that day. To increase capacity, we need to recruit more healthcare professionals.

We have successfully recruited 2 GPs to the team, providing approximately an additional 400 appointments per month. We are also delighted to announce that from August 2023, one of our GP Trainees will be joining us as a newly qualified GP, creating approximately 300 extra appointments per month.

We continue to employ regular Locum GPs to provide as much capacity as we can, until permanent GPs can be successfully recruited.

“ WE WANT TO BE LISTENED TO. ”

We want to meet with you, our patients, to give us feedback on our planned improvements to the services we provide. We will be holding quarterly virtual and face to face patient engagement events starting in July 2023.

“ WE WANT TO BE ABLE TO REQUEST AN APPOINTMENT ONLINE. ”

Patients can now submit an online query via the Patient Triage button on our practice website, between 9am - 12 noon each weekday. This service can be used for administrative queries and is available for a limited number of medical queries each day (dependent on capacity). Medical queries will be assessed by a GP and you will be offered care, advice or an appointment, based on your medical need. We hope to expand the opening hours and capacity of this service over the next 12 months, depending on the amount of clinical capacity available.

“ WE WANT TO BE ABLE TO PREBOOK APPOINTMENTS. ”

We plan to increase the number of prebookable appointments available to patients. We understand that patients need to plan to attend appointments, and we are doing everything we can to meet this need.

“ WE WANT SHORTER CALL WAIT TIMES. ”

We really do understand the challenges patients face when contacting the practice by telephone, and we are working hard to improve this.

Over the summer months, we will be making it easier for all incoming calls to be handled by receptionists across all sites at peak times, and working to find more innovative ways to reduce the need to contact the practice by phone.

We have introduced an automated telephone repeat prescription ordering service (Voice Connect) using a dedicated phone number (01342 645337), to allow patients to order their medication without having to wait on the phone. Find out more about Voice Connect by scanning the QR Code shown.



We are also recruiting more staff who can support our reception team to take calls during busy times. To recruit and retain staff we are advertising regularly, pay above the independent National Living Wage, and offer great benefits and career development.

Modality Mid Sussex

The Way Forward



Jun-23

Aug-23

Sep-23

Dec-23

Accelerating Recruitment

Ongoing domestic and international GP recruitment, along with continued use of long-term locums

Additional GP sessions equating to approximately 400 extra appointments / month

New Patient Services Assistants to join the team

New Salaried GP to join the team equating to approximately 300 extra appointments / month

Improving Service

Introduction of Appointment Cancellation service via the Practice website & SMS appointment reminders with the capability to cancel

Further promotion of Voice Connect Prescription Telephone Ordering Service - 01342 645337

Introduction of Health Coaches & Group Consultations

Additional training in effective care navigation for the Patient Services Teams

Implementation of cross-site call handling to reduce call wait times

Engaging Communities

Monthly publication of practice performance and progress

Sharing our plan for patients across multiple communication channels and challenging misinformation

Update of the Phone System messaging to provide a more helpful & informative patient journey

Virtual & Face to Face Patient Engagement Sessions (to be repeated every 3 months)

Implementation of new website design

Modality Mid Sussex

May 2023 - How Did We Do?



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



We provided **8,361** appointments of which...  **60%** were face to face ... and **527** were missed by patients



We recognise that it can be difficult to contact us to cancel an appointment. You are now able to cancel via the practice website (giving 24 hours notice) or by clicking a unique link in your text message appointment reminder.

Although our teams are working extremely hard, we acknowledge that we need to improve access for our patients. We are working hard to increase the number of appointments available, with extra GPs joining the team over the next 3 months. We continue to recruit, to expand our team to maximise the amount of consultations we can offer.



Our team completed **181** Home Visits...



... issued **42,640** medications



... processed **10,460** documents



... sent **669** referrals



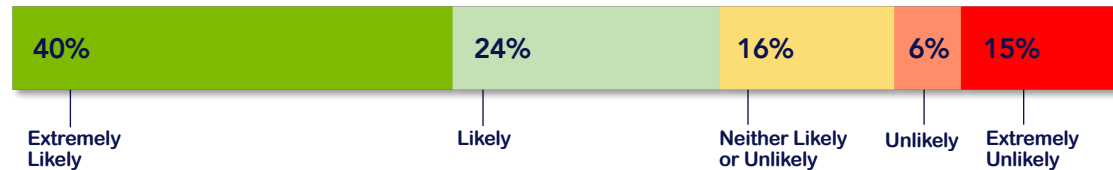
... and received **16,967** calls

Modality Mid Sussex

May 2023 - Patient Feedback

397 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 likley are you to recommend the care you received to friends & family?



What method did patients use to respond?



Complaints & Concerns

Patients can submit a complaint or concern via the practice website, formal letter or verbally to our Patient Services Team in practice or over the phone.



10 informal concerns were received



1 formal complaint was received



28 general enquiries received via the website

Please note: An informal concern is a concern raised by a patient that is resolved informally within 24 hours. A formal complaint is a complaint raised by a patient which cannot be resolved informally within 24 hours, requires further investigation and a formal written response.

“ Such lovely people, kind and caring.”

“ Staff very helpful and understanding, once I had an appointment.”

“ Always helpful.”

“ The care that I receive is always professional and caring. The staff have coped with their own teams illnesses through Covid and have always sought to give the best care they can, given the resources available. I am deeply grateful for their efforts.”

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 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**



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 SHARE YOUR CONCERNS

You can contact us to submit a complaint 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



You can find our more by reading ur complaints leaflet here: <https://tinyurl.com/2w8xs5ac>

We Are Recruiting

Would you like to join our team? We have both clinical and non-clinical vacancies available. Scan the QR code to find out more...



Modality Mid Sussex

Patient Engagement Events



Virtual / Online Events



**17
JULY**

Online Patient Engagement Session

Time: 6.30pm- 8.00pm

Venue: Zoom Link to be sent post registration

**18
JULY**

Online Patient Engagement Session

Time: 6.30pm- 8.00pm

Venue: Zoom Link to be sent post registration

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

Time:

6.30pm- 8.00pm

Venue:

The Haven Centre RH10 4LJ

**26
JULY**

Location:

East Grinstead

Time:

6.30pm- 8.00pm

Venue:

To be confirmed

**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

