

Modality Walsall

Blakenall Village Practice Update

February 2023



- The Walsall Modality Division is made up of 9 GP Practices with over 69,000 patients, working across 6 out of the 7 Primary Care Networks (PCNs) in Walsall:



- Modality Walsall also holds the contract for a Prescription Ordering Direct (POD) hub
- 7 out of the 9 Modality Walsall practices have been rated as **Good by the Care Quality Commission**. Two are awaiting their inspection

- Since September 2022, we have been making good progress with our action plan...

CQC Inspection
August 2022
Rated as GOOD



Working towards
becoming an accredited
Training Practice



Improved Patient & PPG
Feedback



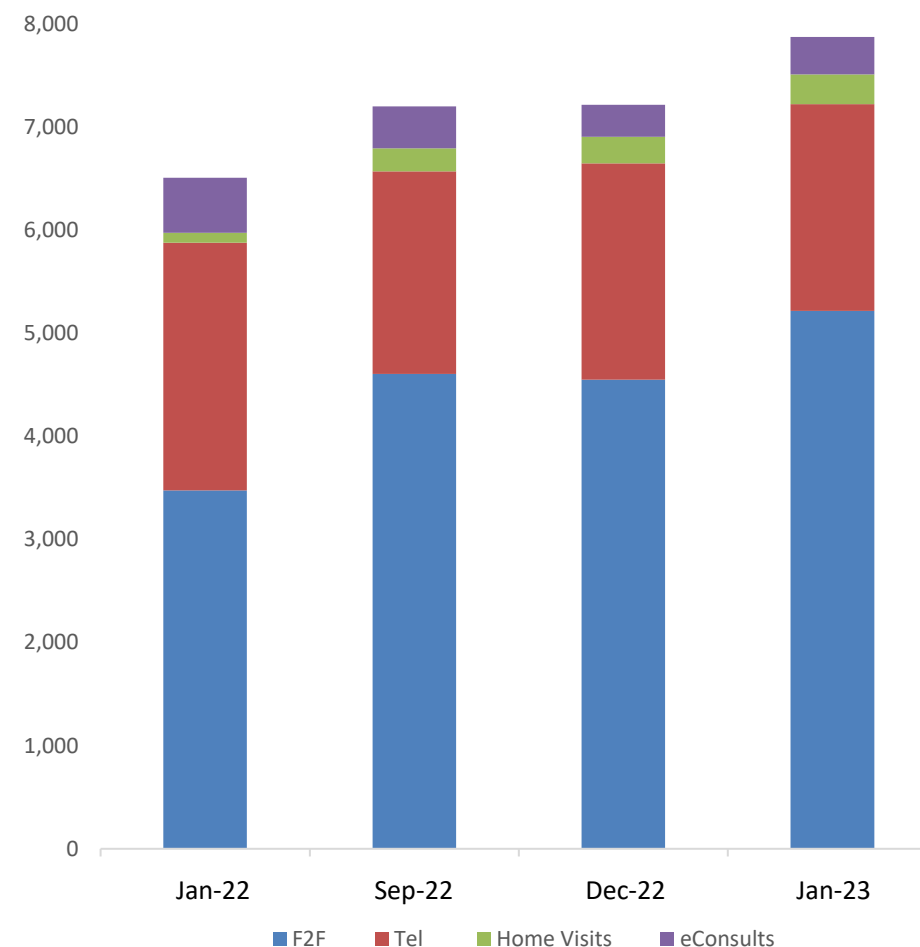
- Continued active engagement with local Healthwatch
- Positive and regular engagement with our Patient Participation Group
- Frequent & active performance review of our telephone & appointment data
- Regular analysis of Friends & Family responses, Complaints and recent Patient Survey data

Harden Surgery Reopening

- We are working closely with Place Commissioners on this plan, with the aim to start re-opening the branch site

How Are We Performing – Appointments Data

- We are now offering between 15 – 20% more consultations than before the Covid-19 pandemic
- We continue to offer a Telephone Triage appointments system, as this enables us to provide the most efficient and greatest capacity to our patients
- Since September 2022 we have increased the number of face to face consultations we are delivering by 34%
- We are now offering 17% more consultations in total than in January 2022
- This increase in service provision has been achieved despite a shortage of Clinical & Non-Clinical workforce



How Are We Performing – Telephone Data

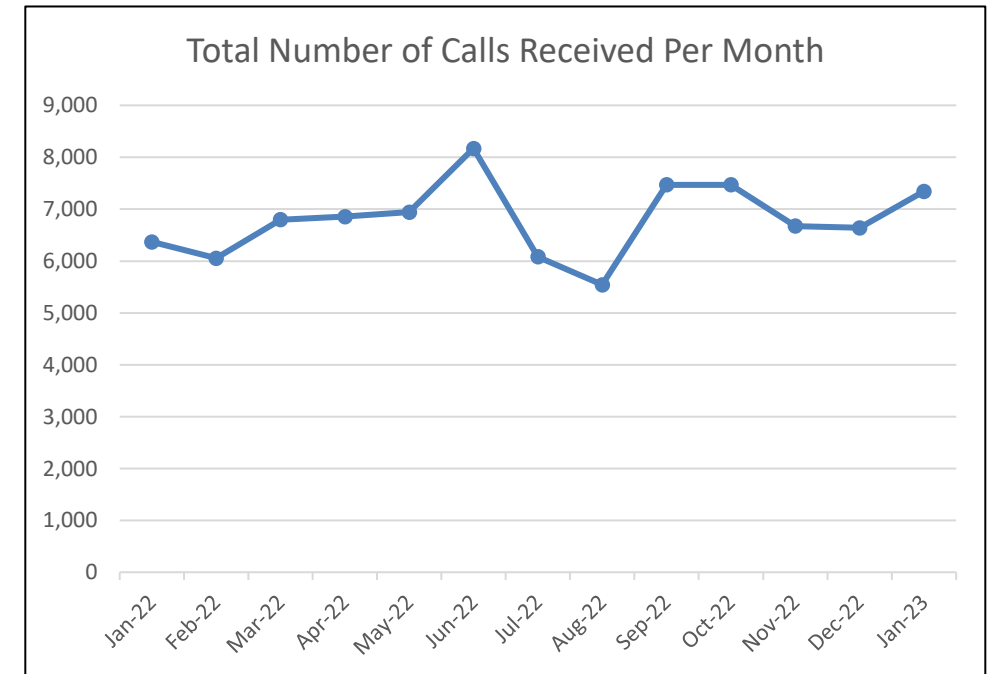
- We receive on average of 1700 calls per week
- Since the installation of the Xon Surgery Connect phone system, we have been able to monitor and actively manage our phone answering performance more easily
- Patients can now also use our ‘Queue Buster’ option to receive a call back when they reach the front of the phone queue
- We are achieving consistent phone answering targets, but we are always looking at ways to improve

Appointments Line

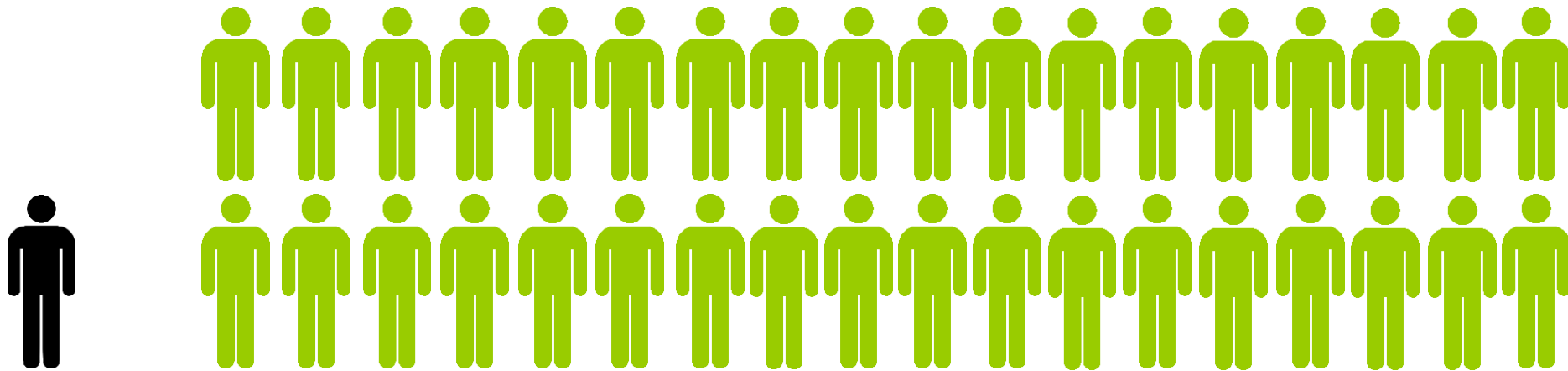
Average Phone Queue Duration
11.4 minutes

General Enquiries

Average Phone Queue Duration
4.2 minutes

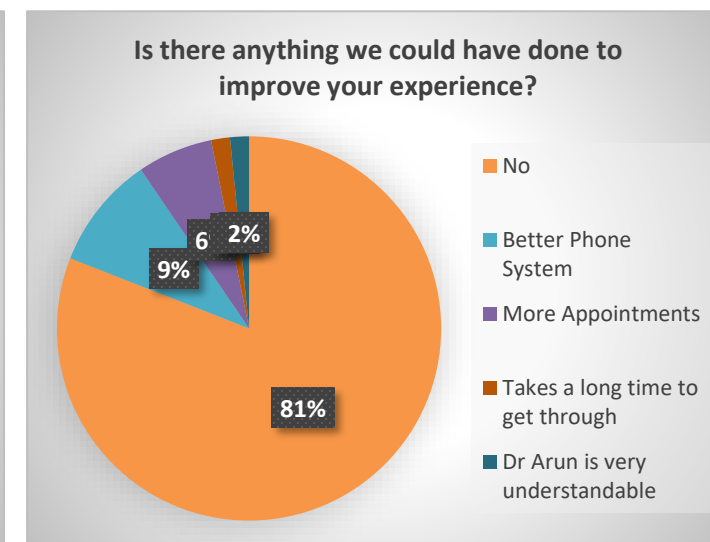
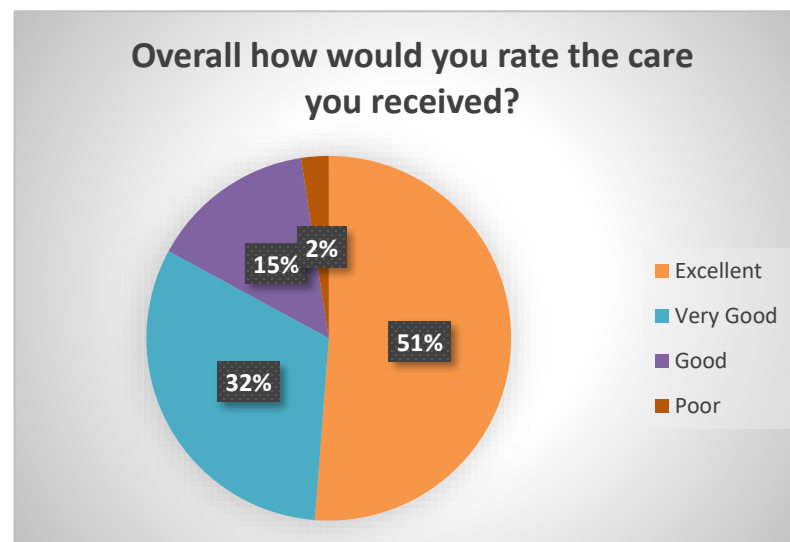
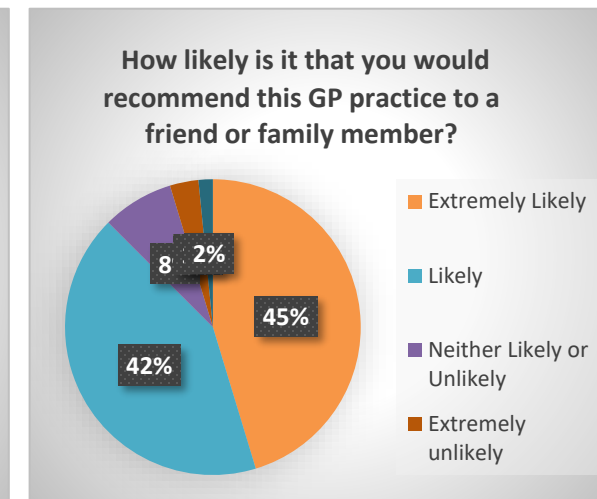


- We are working with ICB targeting High Intensity Users
 - 1 patient > 400 GP attendances
 - 1 patient > 100 NHS 111 Contacts
 - 1 patient > 100 Urgent Treatment Centre attendances
- We have also carried out our own audit and interrogation of frequent flyers
- The Time for Care Team – Improving Access have identified the top 10 Frequent Attenders, to begin working with this group



How Are We Performing – Patient Survey Results (Aug-22 to Jan-23)

- We are now collecting patient feedback via our Patient Survey
- This is a comprehensive survey covering all aspects of the services we provide
- The feedback received is reviewed and any associated action logged and tracked
- We are always looking at ways we can improve the care and service that we provide, and regular patient feedback is vital part of that journey



Patient Feedback via Friends & Family responses

- 89% Positive Comments
- 10.5% Negative Comments
- 0.5% Neither positive or negative

Further data is being collected and reviewed on a regular basis

Lovely staff, they look after me and treat me like a person. They give all the help they can, and never complain when I ask questions. They explain what they are doing and why?

Very thorough and kind Doctor

Been at Blakenall practice my whole life and always received the help needed. Receptionist are always friendly and helpful.

PATIENT FEEDBACK

Previous experience has been poor however today, my last day visit the experience has been completely different, and extremely helpful. Both nurses and staff wanted to help with all matters.

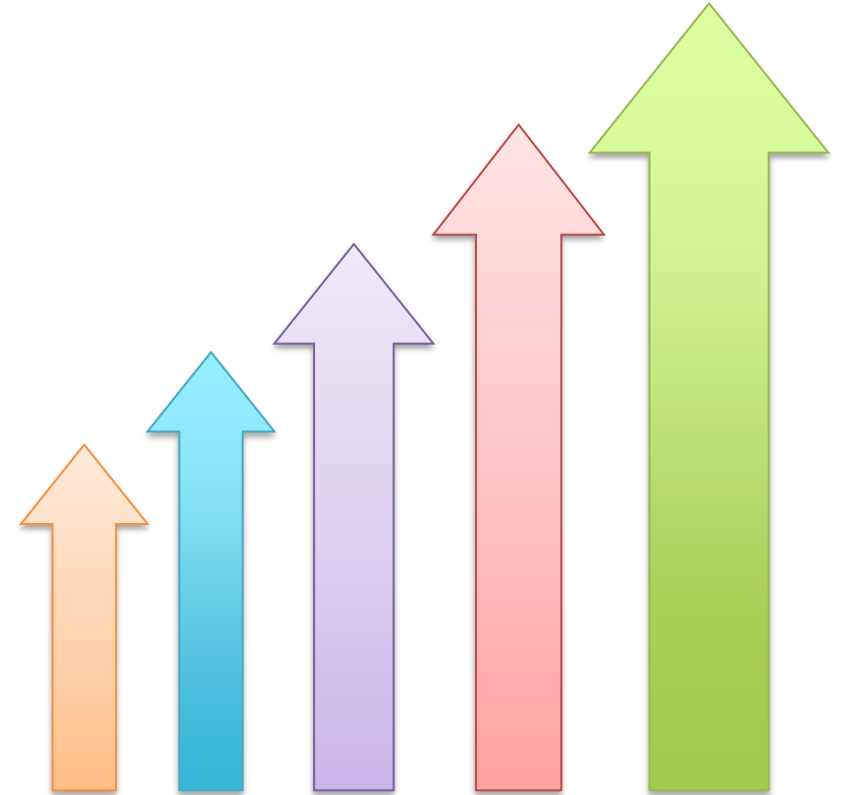
Treated very well, just sometimes hard to get to see a doctor

Came for check, staff always lovely

Treated very well, just sometimes hard to get to see a doctor

What Does the Future Look Like at Blakenall Village Practice?

- Further improve & develop our Patient Engagement
- Increase the variety of ways in which patients can provide feedback
- Continue to review and evolve our Appointment System
- Progress the plan to reopen the Harden branch site
- Continue to develop our Teaching & Training status
- Further develop our plans to support & educate our Frequent Attenders
- Continue to streamline our workflows and processes
- Focus on Patient & Staff Wellbeing



- In 2023, Modality has launched a programme of Health Promotion events and resources for patients
- During January 2023, we have been promoting the 'Be More Awesome Than Last Year' providing targeted information and support to patients to improve their health & wellbeing
- In January, free online live sessions were well received from an introduction to Tai Chi to a Health & Wellbeing Q&A
- Throughout the remainder of the year we will be to building and developing these initiatives:

March 2023	-	Right Care, First Time
June 2023	-	Making Caring Visible
Sept 2023	-	Love Your Numbers
Nov 2023	-	Be Kind To Your Mind

