

# WELLINGTON

*Medical Practice*

**Meeting via MS Teams - Patient Group**

**Meeting - 12/11/2024**

## **Attending**

Janet O'Loughlin – Patient Group Member

Lisa France - Patient Group Member

Dr D Ebenezer – GP Managing Partner

Simon Little - tACP

## **Agenda**

- Staff Updates
- PPG Waiting Room Screen
- Call Data and Volumes
- How does E Consult work after being submitted
- AOB

## **Staff Updates - Presented by Dr D Ebenezer**

- Tania has now moved on from WMP with a 3 month hand over process. Tania worked as the practice Coordinator and worked with WMP for over 8 years. We wish her well. An internal round of recruitment, interviews promotions resulted in Becky and Jess promoted to Admin Managers and Lucy and Karina promoted to Assistant Admin Manager. They now make up the Admin Management Team (AMT)
- The Management team (MT) now consists of the four GP partners plus Tina Stevens who is Clinical Team Lead and ACP
- 2X new call handlers
- Rachel new practice nurse started October 2024

## **PPG Waiting Room Screen - Presented by Dr D Ebenezer**

- Discussed dual waiting screens in waiting room with updated videos
- Discussed role of staff pictures helping patient with learning disabilities to help recognize staff members
- **PPG to provide information to be presented on the same to be converted to digital format – Discussed the wording to be provided by PPG members and WMP to convert into digital format- WC 18th PPG member to email WMP**

## **Call Data and Volumes - Presented by Dr D Ebenezer**

- 1221 INBOUND calls answered in one week – 4-11-24 to 8-11-24
- Average answer time = 3 Minutes and 43 seconds – this includes the welcome message
- 1731 OUTBOUND calls made in the same week – to book appointments, telephone consultations
- Weekly reports autogenerated on each call handler as well as global views of call data
- Discussed the dual real time waiting screens in the reception area and audible alarm for wait time triggers

## **How does E Consult work after being submitted – Presented by Simon Little**

- Simon discussed the role of the e consult form as well as the safety mechanisms that have been built in
- The reports come straight through to a digital inbox and response limb explained regarding telephone consultation or other clinical outcome/face to face appointment with most appropriate clinical team member
- Explained the role of the self booking link and the prebook able slots bookable by booking links
- Explained Admin team role in clarifying any information and the booking of appointments

- Some feedback the e consult forms do not have specific enough themes – explained that the forms are centrally generated by the E consult system. Also some feedback that the forms may need to be edited and as these forms are used nationally the software developers may get the same feedback across GP practices nationally
- The E consult has given patient another means of contacting the practice that was not available last year and has also contributed to the diversion of phone volumes

### **AOB – CQC Inspection – 3rd December 2024 - Presented by Dr D Ebenezer**

- WMP was notified 11/11/24 (yesterday) that a scheduled CQC inspection would take place on 3rd December 2024
- This is a scheduled inspection 1 year after the last inspection in 2023
- Explained the behind the scenes preparation required in readiness for on site single day visit and also explained change of the CQC methods in that a mixture of virtual as well as face to face inspection
- PPG Membership has stayed stable but PPG membership has changed in numbers since the last CQC inspection and the current PPG members will reflect the feedback/circumstances to CQC in 2024
- **PPG Members to provide WMP with dates and times between 20th November and 3rd December that they would be able to speak to PPG virtually - WC 18th PPG member to email WMP with possible dates**

**Next meeting TBC**