



The Heron Medical Practice

October - December 2023

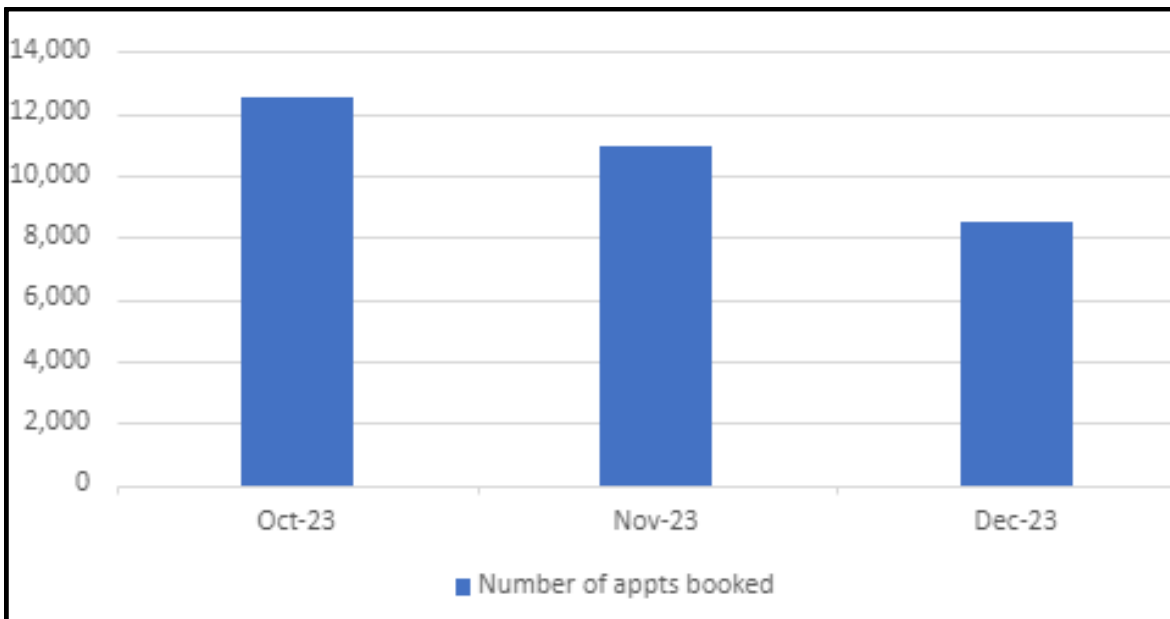
Quarter 4 Report

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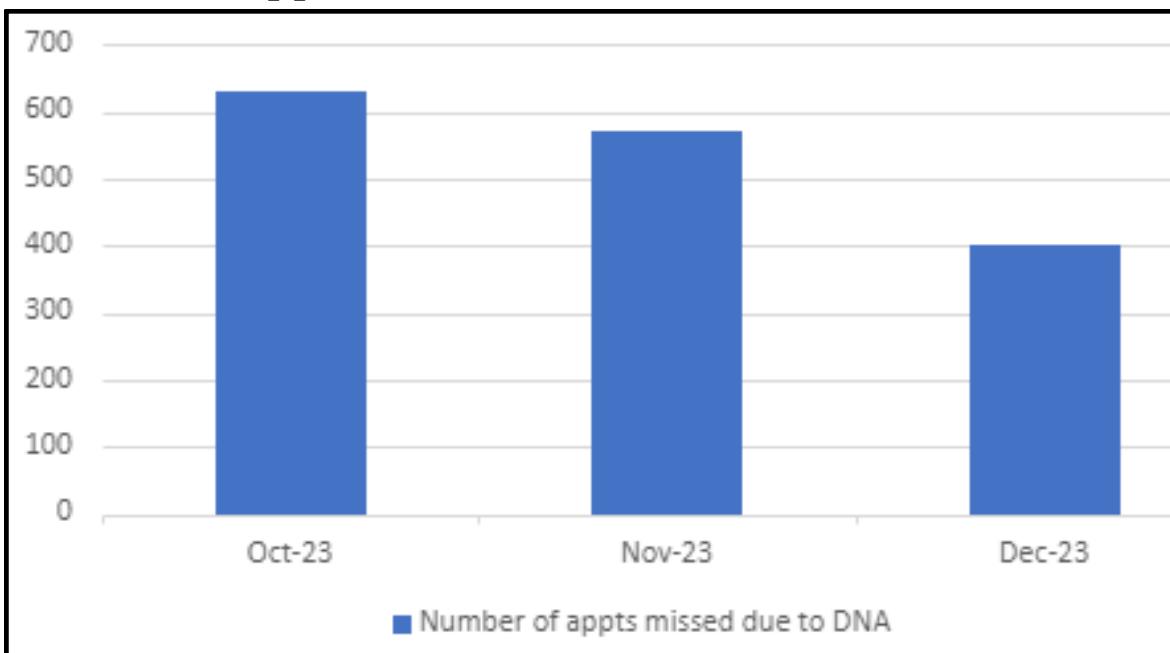


PRACTICE DATA

Number of Appointments booked in October, November and December



Number of Appointments that were booked but NOT attended



In October we had 632 missed appointments, 571 in November and 400 in December.

Combining all the missed appointments together, it resulted in our Clinicians and Doctors wasting 338 **hours** of their practitioner time.

Mode of contact when speaking with our Doctors and Nurses:

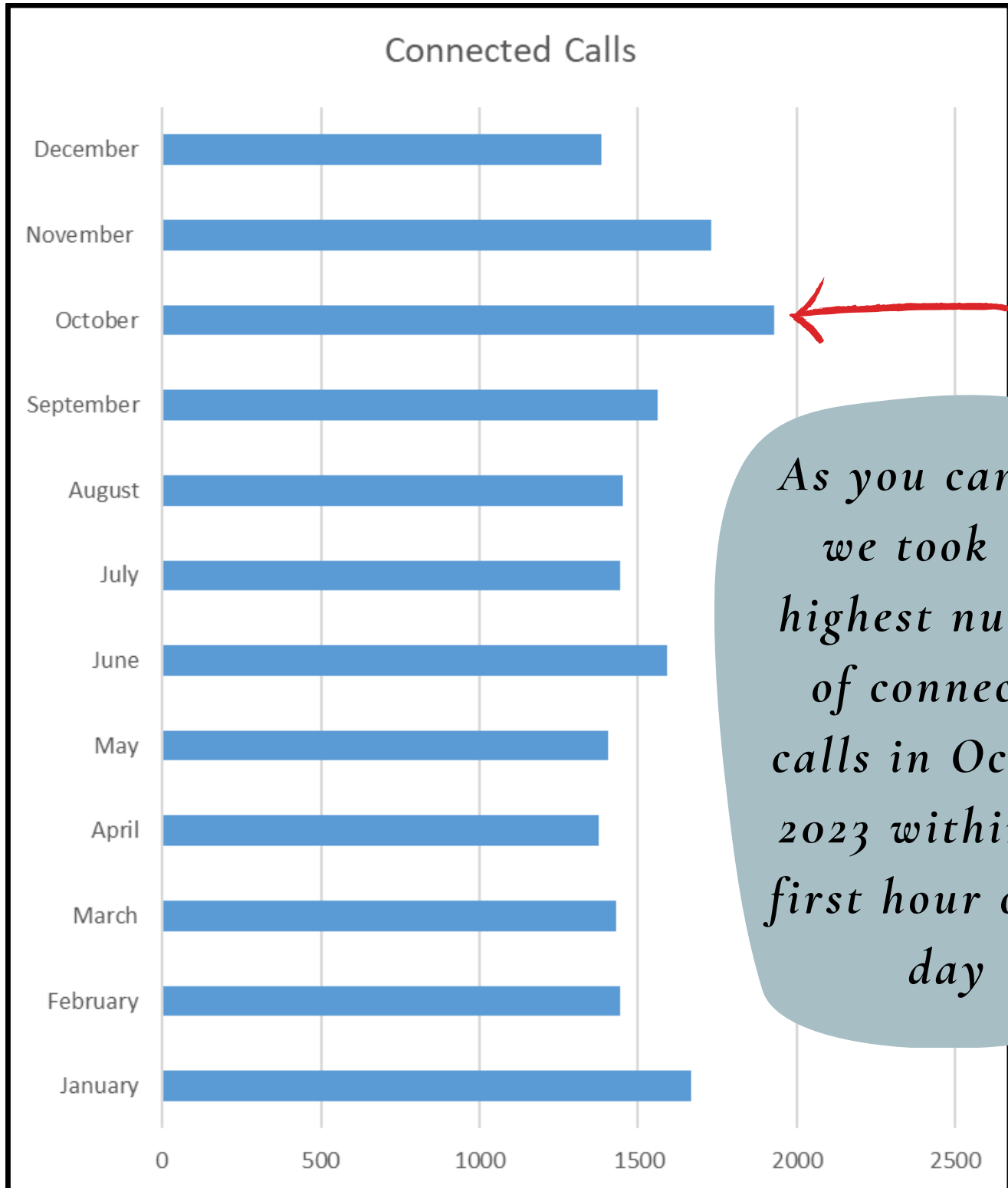
| Month | Face to face | Telephone | Homevist | Digital |
|--------|--------------|-----------|----------|---------|
| Oct-23 | 66% | 22% | 2% | 5% |
| Nov-23 | 65% | 25% | 2% | 6% |
| Dec-23 | 62% | 28% | 2% | 7% |



CALL DATA

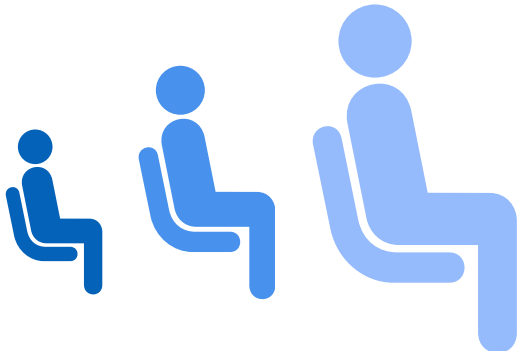
Getting through to us on the phone can be challenging and we are trying to improve this for you.

Our phone system allows us to collect data as follows:

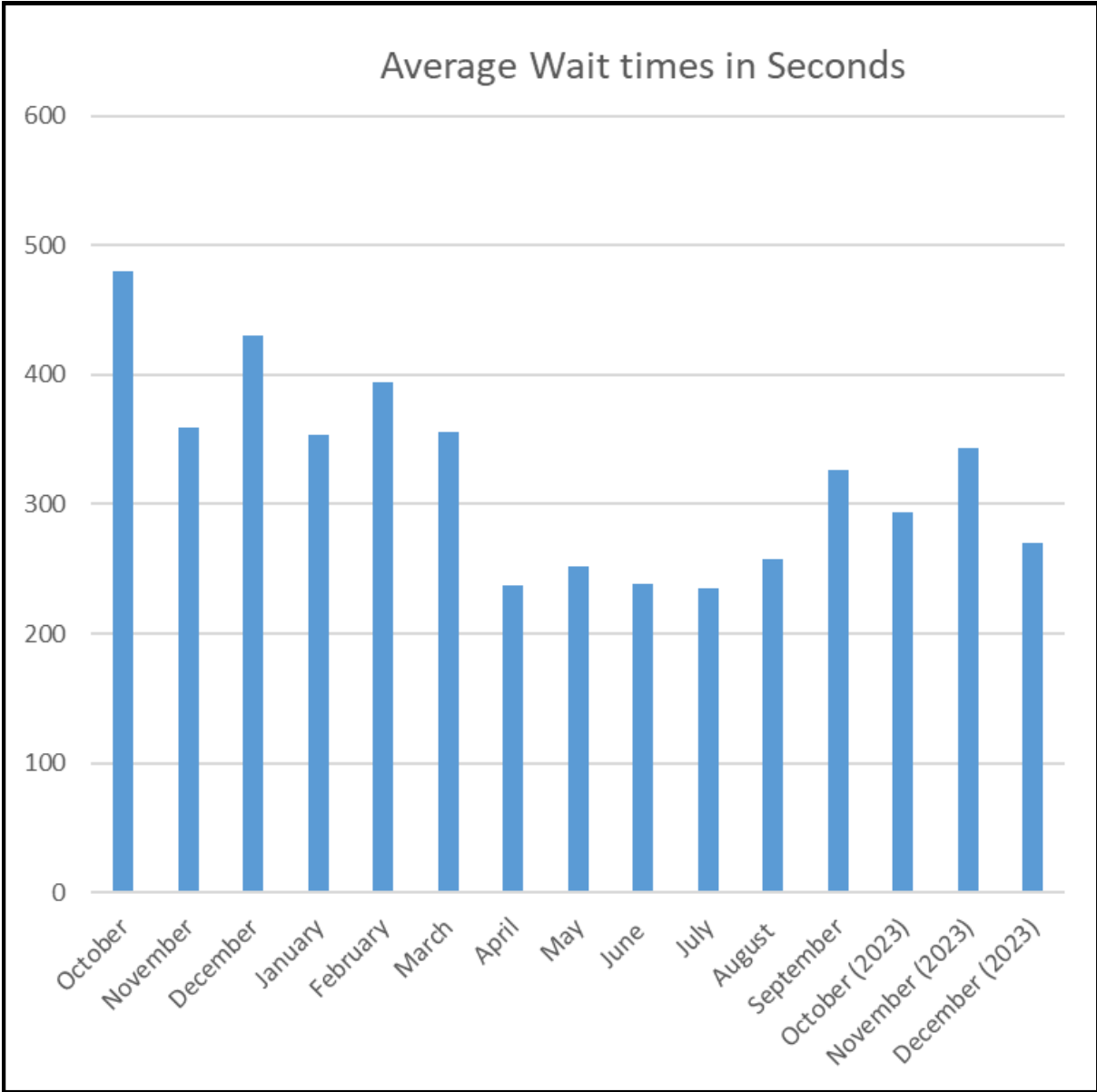


As you can see, we took the highest number of connected calls in October 2023 within the first hour of the day

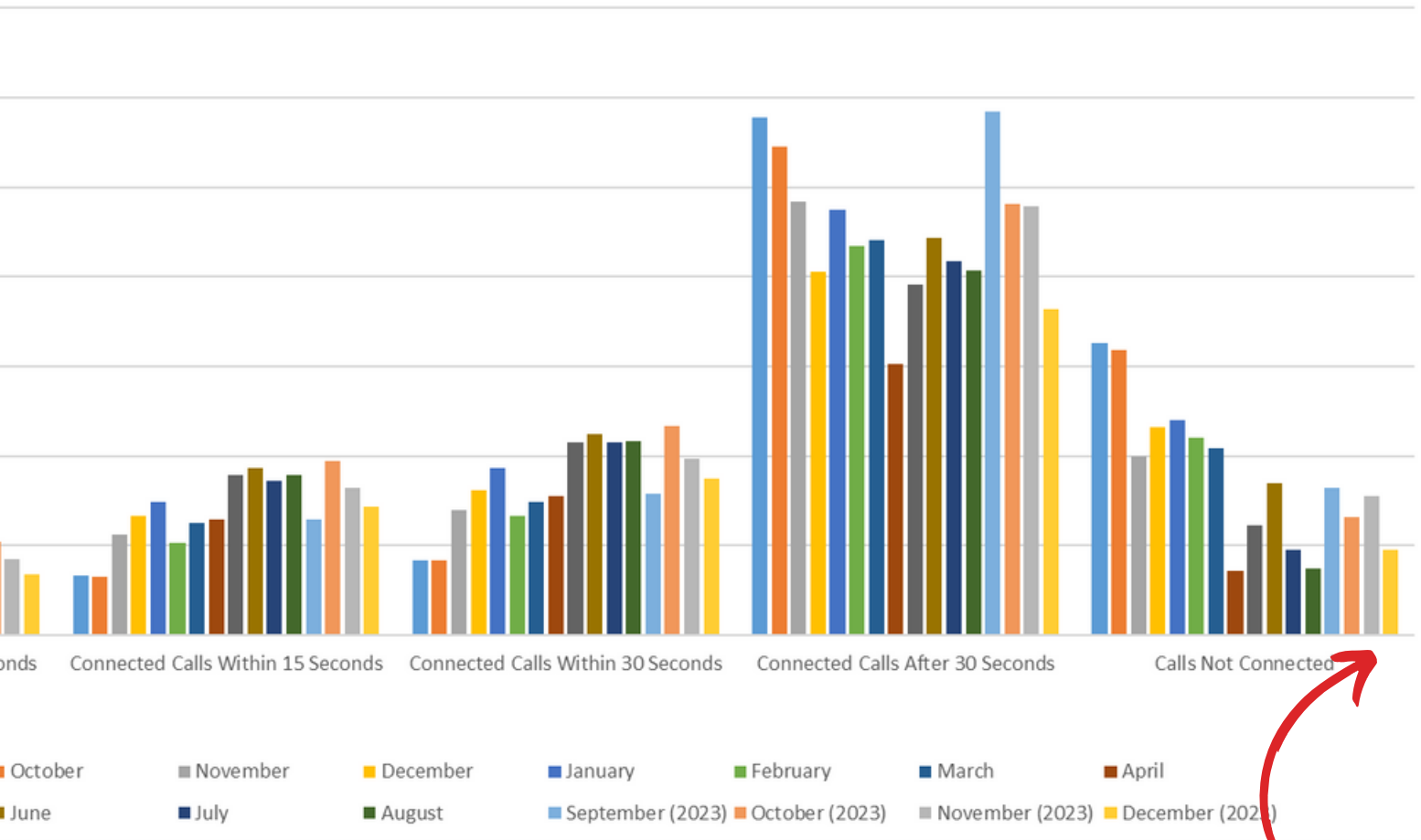
It is great to see that in December this year, we more than halved our wait time on the phones compared to December 2022 (in seconds).



| | |
|--------------------|------|
| DECEMBER (2022) | 4799 |
| DECEMBER (2023) | 2139 |



Connected call Times



You can see from the data that our 'Calls Not Connected' has decreased since the beginning of the year which the Reception Team are always aiming to improve.

FRIENDS AND FAMILY TEST (FFT)

Since the FFT was launched in 2013, millions of patients have submitted feedback.

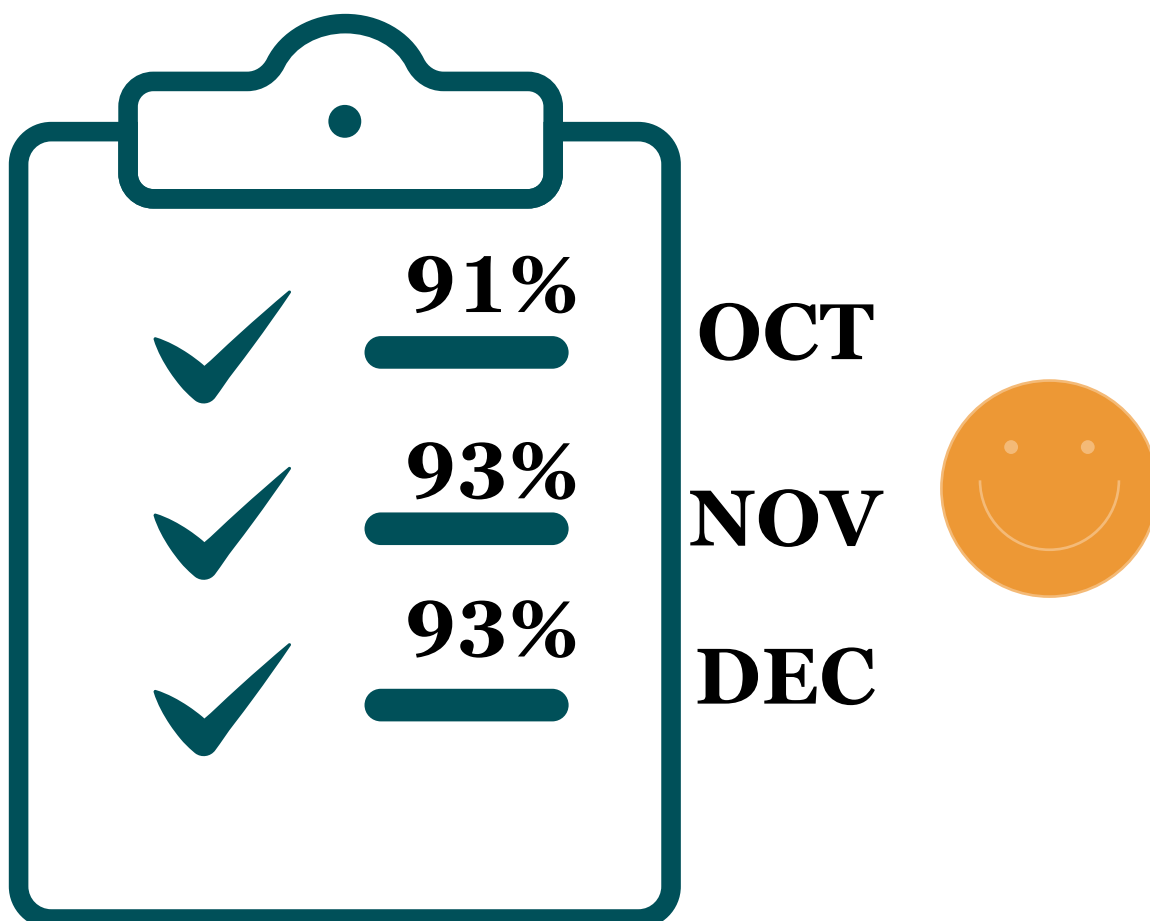
We continue to encourage our patients to give feedback on their experiences of care and treatment so that the information can be used to drive continuous improvements and better address people's needs.

Every month, we review the feedback that you have told us and discuss what we can do with your feedback to make a difference.

We call this 'You said, We did' – other people might call it the 'so what factor'.

Many of you got in touch to share your experience of The Heron Medical Practice's services and most of the comments are positive stories about how services have helped and supported you. These stories are just as important to us as the not so good ones.

Below are the summary scores for our patients who have completed the FFT **recommending** our services.



Tag Cloud - rendered using the most used verbs, adverbs and adjectives where the word frequency is reflected in text size. This data has been captured from our FFT's.



You said

We did

You have to move hell just to get an appointment

We are always trying to improve the time it takes to answer your calls and book appointments, along with our capacity (total number of appointments on offer).

Appointment was half hour late

Our aim is to see patients as quickly as possible and continually monitor the wait times to be seen and if necessary, put in extra resources.

The nurse was very efficient and professional

Your feedback has been shared with our Nursing Team. Thank you

I rang for an apt on Monday am and got a very quick response offering me an apt that same day

What great feedback. It can be hard getting through to the surgery of a morning with the 8am rush on the phones.

Doctor very good and Reception staff are nice

We are happy to receive comments like this, thank you.

Courteous and friendly Reception, seen on time

We shared your feedback with our Reception Team – thank you.

Very nice surgery. Polite reception, good consultation with pleasant Dr

We shared this feedback with the Practice Team. Positive feedback gives us all assurances that what we are doing and continuing to do is working.

PATIENT FEEDBACK



Your feedback is extremely important to us. Telling us about your experience with the Practice (good or bad), means that we can better understand what is important to you, what we are doing well and where there are areas where we need to make improvements.

Send your feedback to: kmicb.admin-stannes@nhs.net

“I saw a lovely nurse practitioner last month . I was in so much pain with my head , ears, jaw , throat. She gave me some exercises to do and a print of . They really helped. Rather than taking more pills. She was very thorough and patient with me. I was really impressed. I am still using the exercises now. When the pain comes back. Thankyou.”

Dear Madam;

I recently attended for several health appointments with Rachel (Nurse Practitioner) I would like to take this opportunity to express my heartfelt thanks, for her empathic and dedicated responses during my treatment plan.

She managed to allay our fears and anxieties, which was noted by my family as a positive shift in my previous low demeanour.

I would respectfully request that you kindly pass on my positive comments and thanks to both Rachel and Nicky and your reception staff, for their respective contributions to my particular care and service.

“I have submitted two e-consults over the last 3 weeks and would like to say thank you for the quick responses by both the Reception Team and Clinical team.

I was notified very promptly, by both the Reception Team and Anita, that I would receive communications from a person that would help with my diabetes queries and medication.

Both times Claire has called me within a day and helped resolve the issue.

Thank you to everyone at the Surgery who make the process easier for getting treatment and advice”

"In my appointment today with Sam and Kerry, they put me at ease, they were very friendly and informative. A real asset to the surgery. Thank you”

Dear Leanne, Victoria and
Zoë

Very many thanks for everything you did in getting the ulcer on my leg healed.

I was so grateful for your patience and kindness.

Thank you all again

CHARITY



This quarter we organised a staff charity raffle to raise money for **SNAAP**. In total we raised £500.00.



Local shops and businesses in Herne Bay donated fantastic gifts which we were able to sell as part of our raffle. A BIG thank you to the local businesses below for your generous gifts, vouchers and donations:



Dr Cleverley headed down to Maya's Community Support Centre and shared the Christmas joy with chocolate boxes for families who may be struggling at this busy time of year.



Staff at The Heron Medical Practice signed up to the 'Love in a Box' appeal which runs every year and allows for precious sealed gifts to be sent to children who are eagerly awaiting them in Eastern Europe for Christmas.

This year we dropped our boxes off in Birchington for the lorry to collect and distribute.



NEW PRACTICE AWARD

The Heron Medical has been recognised for its efforts to make the Practice a more sustainable place to work and have been awarded GOLD.

We have been supporting the Green Impact Organisation since 2022 where we work together as a Practice to make our organisation more sustainable.

Our Practice Partners and Employees feel strongly about the need to have a positive foot print on our environment and work carefully to ensure we enable immediate climate benefits.

The work we carry out promotes sustainable practices and promoting environmental awareness, which is hugely important to us all within our organisation and follows on from our core Mission and Values.

- Where possible, we are transitioning to paperless
- We are tracking and measuring carbon footprint
- Reducing printing, postage and fuel costs
- Using Fair Trade supplies

We are very proud of our GOLD Impact for Health and hope to strive beyond in 2024.



GREEN IMPACT FOR HEALTH 2023

Greener Practice
RC GP NET ZER

green impact

THIS IS TO CERTIFY THAT

The Heron Medical Practice

ACHIEVED A GOLD STANDARD IN 2023

SQS STUDENTS ORGANISING FOR SUSTAINABILITY UNITED KINGDOM

UNESCO Japan Prize on Education for Sustainable Development Laureate 2016

STAFF UPDATES

- The Practice Partners have increased the sickness/absence entitlement for all staff
- The Heron Medical Practice was awarded at the Kent & Medway Primary Care Network Celebration Event for 'Workforce Health and Wellbeing'.
- Our Managers attended Canterbury College to provide a presentation to T-Level students and to discuss Work Experience opportunities.
- We had a fantastic Autism Awareness Training afternoon which numerous staff said was great learning and a real benefit.
- Sam Gardner, our Customer Service Manager, completed his Kent and Medway Leadership Course. Well done Sam!



Monika receiving the Workforce Health and Wellbeing Award

