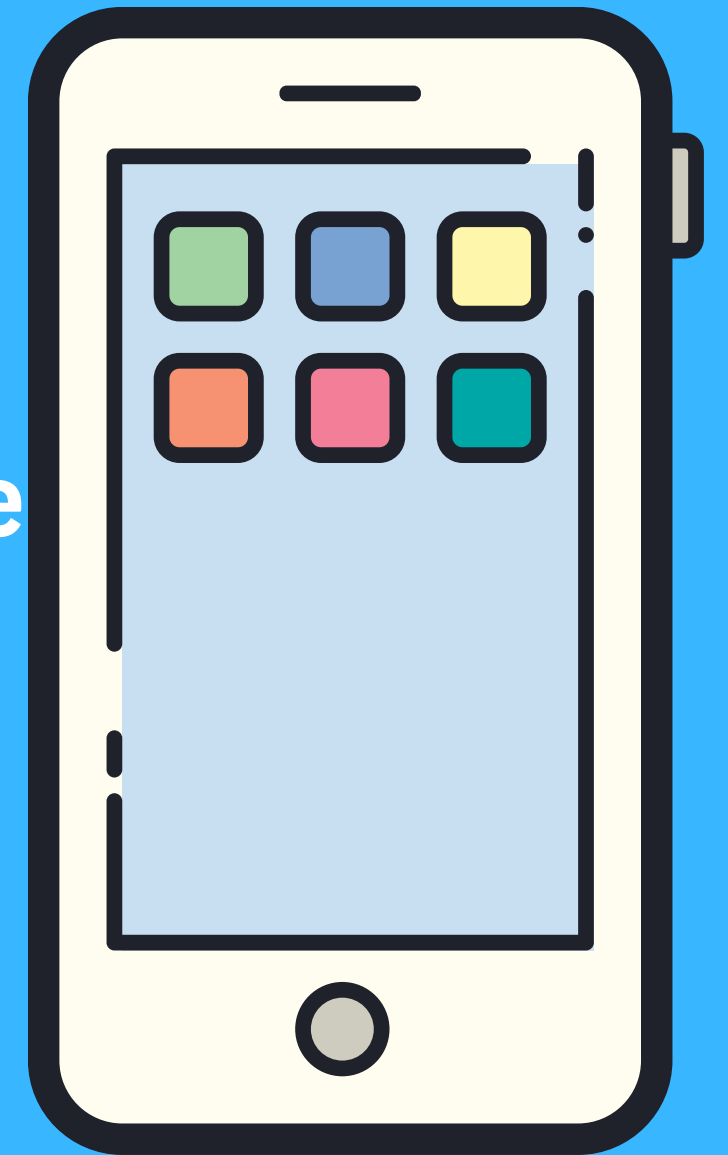


ASSESSMENT HUB

UPDATE - WEEK 1

North Leeds Medical Practice

In the first week, we received nearly 1,000 requests through our PATCHS system. We were able to address the overwhelming majority of these by sending responses on the same day. If you have submitted a PATCHS request, please keep checking your texts to make sure you haven't missed our reply. 76% were directly submitted by patients or caregivers through PATCHS, while 11% came via our Telephone Assistant service. This helped our team to provide additional support to the remaining 13% of patients who needed it.



WE IMPROVED OUR TELEPHONE SERVICE

We reduced the number of calls abandoned or missed. Calls answered within 5mins increased by 20% and the maximum calls in the queue at one time reduced by 25% thanks to many patients using PATCHS directly instead of calling the practice.

THOSE WHO NEED CARE MOST ARE SEEN SOONEST

On the day appointments were still being offered at 12pm each day. This is a huge improvement to previous weeks when same day appointments were filled within minutes of the practice opening time.



WE ARE ALL STILL LEARNING

Thanks for your patience and understanding. Many patients are only now learning about the new Assessment Hub. We encourage as many people as possible to use PATCHS via our website or the NHS App. It is the quickest way to request care or advice. It is open from 7am every day from Monday to Friday. If you don't need care now then it is still a good idea to sign up for PATCHS, then it will be available when you need it.

We are listening to all feedback in order to continue to improve the service we provide to patients.

Many patients have said that it is more efficient than waiting on the phone and better not to have to call or queue at 8am when they are working.



North Leeds
Medical Practice
Quality Patient-Centred Care

scan here to
access Patchs



www.northleedsmedicalpractice.nhs.net