

Medicus Health Partners

PPG – Meeting Summary

7th June 2022 – MHP -Freezywater



Attendees

Adam White	Chris Avery	Graham Dove
Nigel Rawcliffe	John Donnelly	Mary Paulus
Tina Matthews	Leena Parker	Janice Downing
Margaret and David Green	Roger Owen	Melvyn Downing

Medicus Representatives:-

Vivien Kentish, Anisha Rawal and Dr Ujjal Sarkar

Guest: Emma Rigby – Love Your Doorstep

This PPG Meeting was the first to be held face to face since the COVID pandemic restricted meeting in person. It was not such a formal meeting more an event for everyone to get together after such a long time apart.

Tuesday 7th June - 1pm – 3pm

Our agenda will be as follows:

1pm – Welcome and Introductions

1-30pm – 2pm – Buffet Lunch

2pm – Medicus Updates

2.30pm – Meet our MHP Contact Centre Team

2.35-3pm – Questions and Answers

Meeting Summary

	Agenda Item
1	<p>Welcome Vivien and Dr Sarkar welcomed members back and introduce Emma Rigby from Love Your Doorstep who will be updating the PPG on how Medicus is using Social Media and plans for the future.</p>
2	<p>Emma Rigby: Emma gave the members an overview of the support her team is giving to Medicus:-</p> <ul style="list-style-type: none"> • Posting regular updates on Social media platforms • Monitoring Twitter, Facebook and Local sites • Supporting health campaigns <p>General support to ensure that patients who use this method of engagement/information are kept up to date.</p>
3	<p>Medicus Updates: Dr Sarkar and Vivien gave an update on:</p> <ul style="list-style-type: none"> • COVID • Staffing Shortages/Recruitment and Retention • Site Upgrades • Service Improvements <ul style="list-style-type: none"> ○ Call Handling ○ New Contact Centre
4	<p>Live Demonstration from Medicus Contact Centre Anisha Rawal joined the meeting live from the new Medicus Contact Centre. The members were given an overview from Anisha and were able to view the Medicus Call Handling Dashboard showing all sites, calls waiting to be answered and how many agents were on calls.</p> <p>The members were shown data for the call handling project, this forms part of the Medicus service Improvement plan.</p>

The event closed at 4.30pm

Date of next meeting: 4th October 2022 at Medicus – Carlton House.

A copy of the slides presented are attached to this summary.

Medicus Health Partners PPG Meeting – 7th June 2022



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Agenda



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Medicus Updates



- COVID Vaccine
- SITES
- STAFF – National Shortage
- SERVICE IMPROVEMENT
- PPG POSTER



COVID Vaccination Update



COVID - Vaccine

You can get a booster dose if you had a 2nd dose of the COVID-19 vaccine at least 3 months ago and you are over 16, including pregnant women and:

- You are a frontline health or social care worker
- You live or work in a care home
- People who are pregnant and in one of the eligible groups can also get a booster dose
- Children 5-11 can also have a Vaccine

COVID - Vaccine – 4th Dose

Starting with over 75 – 6 months after 3rd dose

Messages will be sent out as people reach the criteria or they can walk in after 6 months – we are waiting on confirmation that this will be rolled out to all in the Autumn.

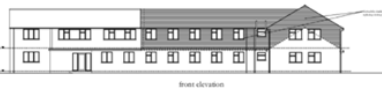
There is a "Walk-in" Service at Carlton House for first, second, Booster Vaccines or fourth doses for eligible patients every day, if you have received a letter of invitation, please bring it with you.

9am – 1pm and 1.30pm – 6pm



Medicus Updates

Carlton House



Extension and upgrades for Carlton House:

- Additional Clinical Space
- Extension to First Floor – Administration
- Staff Area

Carlton House will continue with the COVID Vaccine services and all Primary Care Services throughout the building works – the site will not close at anytime. All risks have been reviewed, with our insurers and builder, it is safe to continue to offer services.



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Site Updates

MHP - Riley – Moorfield Healthcare Centre

Internal and external refurbishment of this site has been completed – clinical rooms upgraded, outside areas completely refurbished

MHP – Lincoln Road and Willow House

Works start soon to extend and refurbish these locations



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Medicus Updates

Staffing Recruitment and Retention



Investing in, upskilling and encouraging Our Staff

Claudia Brown
Nursing Associate - MHP
Lincoln Road

Anisha Rawal – Team Leader – MHP Contact Centre

Lesley, Diana, Daniella & Angela – All COVID Administrators – now training in the Contact Centre

Kamron Ali – Workflow Administrator – now Team Leader for Workflow in Central Team

Verda, Luke & Simon – COVID Administrators – training in Central Team – Workflow



Medicus Updates

Staffing – Shortage of Clinical Staff



There were 58.4 million patients registered with a GP in England in June 2017, rising 5.4 per cent to 61.57 million by March this year.

Meanwhile, the number of full-time and fully qualified GPs fell 4.6 per cent from 29,112 to 27,769 over the same period. It means the number of patients per GP rose by 10.46 per cent, from 2,007 to 2,217.



- Hard to recruit GPs 1 application from BMJ Advert
- Local Channels are not offering any candidates
- Locums are expensive but necessary
- MHP is still able to offer enough appointments to fulfil NHS contract





PPG
Patient
Queries

Call Handling Update – Feb 22

Freezywater, Enfield Island and Riley-Moorfield have joined forces to answer calls during the peak time at 8am until 9.15am.

More Patient Care Advisors have been employed to support sites at peak times and enhance customer service.

Average wait times are now reduced by 30%-40%

This is an area that is being addressed, staff training for Receptionists and Group Guidance is issued to all sites.

January 2022 will see another project being started to combat the call handling issues raised.

Medicus is now monitoring daily the traffic coming into the sites, a quick summary of what we know now:

- Each week we receive on average 19,000 calls
- Waiting times have been reduced on average by 25% - we still have work to do
- Self-referral Options are helping patients get support quicker – over 1000 a week are using this options



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Service Updates

Communication with Patients

New call handling Pilot – 6th September

- Calls from 4 Sites - between 8am and 9.15am answered by 12 Call Handlers – calls are routed to the next available handler
- Queries can be up to 50, however normally answered within 15 mins and after 8.20 5-4 mins – after 8.30 2mins.
- This pilot is being closely monitored by MHP and new solutions are being designed to support a better patient experience.
- Staff are not so stressed and experience less abuse

The above pilot has been a great success, with calls being answered quickly and patients able to get appointments at their local site or one a short distance away – this helps patients understand they can use any MHP site.

We are now working on more ways to make communication, dealing with requests, registrations and documentation consistently and faster.

Cluster D – Call handling solution went live this week – same configuration as the above Pilot – patients are already seeing a difference.



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Incoming Calls - MHP

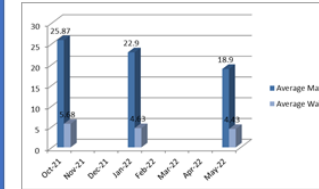
Wilkes	Connaught	Moorfield	Southbury	ES	Lincoln	SHPMC	FW	RI	FR	Carlton	Trinity	Alma
20/09/2022	350	371	208	293	368	479	111	905	333	634	864	423
21/09/2022	219	289	167	256	351	361	97	481	233	493	139	387
22/09/2022	384	279	150	213	330	339	76	481	420	360	83	127
23/09/2022	317	292	301	198	307	433	61	423	351	467	76	124
24/09/2022	408	345	193	148	241	397	67	393	398	483	76	116
	1898	1477	845	1139	162	1996	427	264	1894	2439	387	689
	1898	1477	845	1139	162	1996	427	264	1894	2439	387	689
	1898	1477	845	1139	162	1996	427	264	1894	2439	387	689
08/11/2021	315	367	425	309	279	09	112	656	307	619	1023	254
09/11/2021	330	313	299	313	213	079	108	617	488	805	931	190
10/11/2021	137	174	256	238	83	81	135	417	311	512	623	100
11/11/2021	187	189	169	175	112	83	70	363	298	421	540	91
12/11/2021	160	117	143	193	124	81	79	256	327	465	631	67
	1108	1137	1187	1218	801	230	650	2259	2111	3189	3023	727
09/10/2022	171	145	0	137	80	245	75	378	422	365	407	76
10/10/2022	172	184	0	141	130	343	76	390	476	381	431	104
11/10/2022	136	182	0	123	102	330	63	295	404	371	446	131
12/10/2022	136	177	0	166	133	322	69	451	379	382	406	102
13/10/2022	146	147	0	135	102	387	82	388	370	337	431	101
	779	841	0	702	527	1226	362	1843	2022	1820	2046	489
	779	841	0	702	527	1226	362	1843	2022	1820	2046	489

How have we reduced the numbers of calls coming in:-

1. Answering calls quickly – stopped multiple calls from the same patient
2. Offered more options for patients to self-refer
3. Contact Centre are supporting sites with call handling from May 2022
4. PATCHs is better utilised, so calls are reduced



Time	1.9	1.5	0.8	1.0	2.5	2.7
24th May 22	6.8	6.9	2.3	2.2	2.7	4.2
26th May 22	7.3	1.1	0.8	0.5	7.4	6.3
28th May 22	2.9	1.2	0.9	0.7	1.9	3.4
27th May 22	3.2	3.5	6.1	6.4	2.4	6.1
Average	4.82	1.19	2.23	0.92	1.83	6.11



Live Link to Call Handling Dashboard

Meet the Call Handling Team

Waiting Times - MHP

Data is helping us understand how to manage incoming call volumes

We can see peak times and abandonment rates

Time	Calls In - All MHP	Per min range	Calls per 15 min
23/05/2022 08:00	1113	35	10
23/05/2022 08:15	466	15	6
23/05/2022 08:30	384	12	6
23/05/2022 08:45	390	12	6
23/05/2022 09:00	308	11	5
23/05/2022 09:15	282	10	5
23/05/2022 09:30	258	9	4
23/05/2022 09:45	273	8	4
23/05/2022 10:00	245	8	4
23/05/2022 10:15	184	6	3
23/05/2022 10:30	73	6	1

