

Unity Health – Update on CQC regulatory compliance and addressing patient access issuesPatient Engagement

Our Patient Participation Group (PPG) has 24 members and has met on 1st September and 1st December 2018. In response to patient requests the meeting venue alternates between Wenlock Terrace and Kimberlow Hill surgeries. Our December meeting included a tour of the newly refurbished Wenlock Terrace surgery clinical rooms.

Following requests and content input from patients the Practice now has a Practice leaflet and a Winter edition of our Practice newsletter has been published.

We continue to have high number of DNA's (Did not attends);

October 2018	18% DNA
November 2018	23% DNA
December 2018	18% DNA

Patient access to clinical services continues to offer on the day GP availability if clinical required, with a Duty Doctor available Monday – Friday 08.00 – 18.00, and next day appointments with a Nurse Prescriber for minor ailments. Wait times for a pre-bookable GP appointment can be up to three weeks.

Patients deemed to be clinically higher risk continue to have a dedicated phone number with direct access to the Duty Doctor, Monday –Friday 08.00 – 18.00. This cohort is currently 462 patients, who all received a letter in December 2018 informing them of the direct access telephone number.

A number of patients, including the PPG, have expressed that they have been pleased with improvements made with the phone system over recent months. However both the Practice and the PPG agree the phone system and provider should be reviewed and this is a piece of work we look forward to working together on in the Spring 2018.

We have received 25 formal patient complaints between Oct – Dec 2018 (0.1% of the Practice population). 5 related to accessing appointments, 20 were clinical concerns.

CQC

Following a successful re-inspection in mid-September 2018 the Practice met compliance and we reopened our patient list to new registrations in September 2018. We have been in regular contact with our university colleagues to keep them up to speed with the student registration position. We look forward to our next CQC inspection on 8th January 2019. The CQC report from September 2018 was shared with the Committee on 15th November 2018.

Staff recruitment

In the coming weeks we welcome two new Practice Nurses, one GP, three new receptionists and a student nurse on placement to the team.

We continue to engage with all our stakeholders to keep them updated on progress and thank the VOYCCG and NHSE for their continued support.