

UPPINGHAM NEIGHBOURHOOD FORUM MEETING

19 JANUARY 2023

HEALTH & WELLBEING UPDATE

John Leslie

PPG Chairman

AGENDA

- ① SURGERY NEWS
- ① OPERATIONAL STATISTICS
- ① NATIONAL SURGERY AUDIT

SURGERY NEWS

COVID AND FLU VIRUS

- Due to a significant increase in the prevalence of COVID and the Flu viruses, all patients are asked to wear a mask on entering the surgery.

This will reduce the risk of infection to staff and patients alike.

WAITING ROOM UPDATE

- Final quotes awaited, to include an additional Consulting Room.

SURGERY NEWS (2)

◎ CAR PARK CCTV

- Due to numerous unreported incidents of car damage, the newly installed CCTV will help identify visitors who do not report accidents.

◎ STAFFING

- New Operations Manager now in post
- Currently vacancy for an Admin Assistant
- Several new Senior Clinicians now fully inducted and undertaking medication reviews
- Primary Care staff, including Practise Nurses, are not involved in National strike action

◎ REPLACEMENT WINDOWS

- New double-glazed windows have been installed throughout the surgery

SURGERY NEWS (3)

◎ “ENHANCED ACCESS”

- Tuesday Evening clinics have all been fully booked since 1st November
(Long Term and complex conditions)
- Saturday clinics at Uppingham had 128 slots booked from 157 available (81.5% utilisation)
(Asthma/Diabetic checks, Phlebotomy, Smears and Minor Illnesses)

OPERATIONAL STATISTICS

◎ FLU VACCINES

- 5,228 patients vaccinated since 1 October 2022
- Target of 75% of “At Risk” Patients over 65s achieved
- Target of 75% for under 65s currently at 57% (National average for last 2 years has been 53%)
- All at risk patients have been invited, and follow-ups on-going
- Staff continue to offer this vaccine to patients as appropriate
- No supply shortage of this free vaccine (until 31/01/2023)

◎ COVID VACCINES

- 6574 Patients eligible for the vaccine
- 4929 have had their booster (75% uptake) but some have refused

NATIONAL SURGERY AUDIT

AS AT 9 DECEMBER 2022

◎ **REGISTERED PATIENTS 12,382**

◎ **APPOINTMENTS (29/11/21 - 27/11/22)**

• Face to Face Per Patient	60,896	Avg. 4.9 Appts.
• Home Visits	390	
• Telephone	30,472	
• Video	1,117	
• Unclassified (Mix of the above)	5,695	
• Total	<u>98,570</u>	Avg. 7.9 Appts. Per Patient
• Same Day	38,820	
• GP Appointments	33,589	

◎ **MISSED APPOINTMENTS 2,127**

2.2% of all Appts.

NATIONAL SURGERY AUDIT (ctd.)

◎ TOTAL APPOINTMENTS BY YEAR

- 2019 78,897
- 2020 69,601
- 2021 82,468
- 2022 98,570