

From: (LAKESIDE HEALTHCARE)
Sent: 12 March 2024 09:54
To: BARCLAY, Stephen
GRAHAMCAMERON, Charlotte

Subject: Case Ref: SB132362

Dear Charlotte

Thank you for your email of 5 March on behalf of Mr Barclay.

I am sorry that Mr Barclay's constituents have been raising concerns about access and I would like to explain that on 5 March we had a particular situation where we had one doctor on compassionate leave following bereavement and another doctor dealing with a family medical emergency. This meant that we were critically short of GPs with little notice to find cover however we did ensure we had medical and clinical capacity at both New Queen Street and Stanground sites.

As you are aware we are working to improve access at New Queen Street and we launched our new online consultation platform, Anima on 31 January. It is a new system, supported by NHS Digital and TPP and replaces the previous online consultation tool we were using, called Doctrin. We have moved to Anima because of its triage functionality and because it integrates better with SystmOne. It is used by over 170 other GP practices across the UK. We engaged with our PPG before the launch, and we regularly work with the PPG to improve services. We are also conducting a patient survey at the moment and have had a good response.

I am pleased to say the new Anima system is bedding down well, with both patients and staff getting used to it. We have had some very positive feedback from patients as well, though we are still working to improve our capacity and adjusting how we manage the system to meet demand. Prior to launching Anima, we were delivering an average of 414 online consultations a month. Our first month's data for February has increased that to 1065 online consultations.

Like many practices we are seeing an increase of around 10% in demand from patients since the pandemic and have our own workforce challenges. However, since the last patient survey we have made a number of changes to improve access, as set out below:

- Recruited two new full time GP Partners, one started in July 2023 and another in January 2024 and we are hoping to be able to recruit another Doctor this year.
- Released prebookable appts as well as opening online consultations from 7am, following feedback from our PPG
- Supported two nurses and one Emergency Care Practitioner to complete a prescribing course
- Introduced Call back facility on the phone line and are monitoring call wait times regularly
- Increasing management support with a new full time Practice Manager.
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When we look at our activity a year ago, the average number of appointments offered per 1000 patients in January 2023 was 605, in January 2024 it is 757 appointments, a 25% increase with the national average sitting at 470 appointments per 1000 patients. In January 2023 we issued 6761 prescriptions and in January 2024 it was 7232, a 7% increase.

I have recently met with the lead GP and the management team at New Queen Street, and we discussed how the new online system was working and we will be adjusting when capacity is released so that it is one go now rather than in batches through the morning which can be confusing for patients. We will also be moderating our appointment book to release capacity and are moving clinical supervision and medical training time to the practice's quieter times so that patient facing activity is prioritised.

We hope that all these changes will begin to address the access issues that some patients have experienced, and we would be happy to meet with you to discuss this further or provide any additional information you think would be beneficial.

Yours sincerely

Jessica

Jessica Bawden
Chief Executive

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