

The background features abstract, overlapping green geometric shapes in various shades of green, creating a modern and dynamic look. The shapes are primarily triangular and polygonal, with some areas appearing more translucent than others.

PPG Meeting 13/7/26 6pm

Millgate Healthcare Partnership

GP Survey Results - July 2026

- ▶ **Total Responses:** 117 returned surveys
- ▶ **Response Rate:** 25% completion rate
- ▶ **Survey Scope:** Covers core patient touchpoints:
 - ▶ Practice access & digital services
 - ▶ Staff helpfulness & communication
 - ▶ Clinical care quality & patient trust
 - ▶ Overall patient experience

Core Strengths (Where We Shine)

- ▶ **High Confidence & Trust:** 85% of patients have confidence and trust in our healthcare professionals (ICS: 93% | Nat: 93%).
- ▶ **Patient Involvement:** 88% felt involved as much as they wanted to be in care decisions (ICS: 92% | Nat: 92%).
- ▶ **Needs Being Met:** 86% felt their needs were fully met during their last appointment (ICS: 91% | Nat: 90%).
- ▶ **Active Listening:** 81% say their clinician was good at listening to them (ICS: 88% | Nat: 87%).
- ▶ **Helpful Frontline Team:** 77% find our reception and administrative team helpful (ICS: 86% | Nat: 85%).

Appointment Experience & Patient Journey

- ▶ **Clarity on Next Steps:**
- ▶ 73% knew their next steps immediately after contact.
- ▶ 93% knew their next steps within two days (Matching the ICS/National average of 93%).
- ▶ **Appointment Wait Times:** 67% felt they waited a reasonable amount of time for their appointment.
- ▶ **Choice & Flexibility Constraints:**
- ▶ Only 40% were offered a choice of time/day (ICS: 60%).
- ▶ Only 12% were offered a choice of location (ICS: 15%).

The Big Picture & Strategic Action Plan

- ▶ **Overall Practice Experience:** 68% describe their overall experience as "Good" (ICS: 79% | Nat: 77%).
- ▶ **Chronic Condition Support:** 58% feel they have enough support to manage long-term conditions (ICS: 70% | Nat: 70%).
- ▶ **Key Action Items for the Practice:**
- ▶ **Optimise Phone Access:** Address the 47% satisfaction rate by reviewing peak call flows.
- ▶ **Enhance Digital Access:** Drive higher usability and awareness of the website and NHS App channels.
- ▶ **Appointment Flexibility:** Review scheduling systems to offer a wider choice of times and dates.
- ▶ **Triage:** Increase in GP Triage to increase accuracy of signposting and to deal with increased daily demand

Addressing Survey Feedback with EMMA AI

Listening to Our Patients: The Access Challenge



The Problem: In our recent patient survey, only 47% of patients found it easy to get through to the practice by phone (compared to a 63% regional average).



The Impact: Long, frustrating telephone queues, high call-drop rates, and immense pressure on our front desk during the morning rush.

Crushing the Queue (July 5th - July 10th)

In just its first week, EMMA completely transformed our call handling capacity by successfully managing **1,150 total calls**.

Lightning-Fast Answers: Every single call was answered within an average of **9 seconds**, virtually eliminating on-hold waiting.

Efficient Conversations: The average call time was just **3 minutes and 37 seconds**, helping patients get sorted without delay.

Seamless Triage: EMMA safely completed **776 digital submission forms** (243 medical and 533 admin requests), getting accurate data to our team instantly.

Supporting Our Staff & Complex Care

- ▶ **Right Care, Right Place, Right Time**
- ▶ EMMA isn't about replacing the human touch—it's about empowering it.
- ▶ **Direct Routing:** EMMA successfully guided **693 callers** straight through to the surgery team for direct, live assistance.
- ▶ **Freeing Up Resources:** By automatically handling the initial rush of routine calls and basic form completions, EMMA frees up our reception team.
- ▶ **The Result:** Staff can now dedicate more focused, uninterrupted phone time to vulnerable patients, complex care needs, and those who need us most.

Easing the Transition & Honouring Choice



Supporting Our Patients Through Change



Patient Choice Remains Our Priority:



Speak to a Human: Patients can always request a member of staff if they do not wish to use the AI.



24/7 Digital Alternative: Our online website form remains open around the clock for both medical and administrative queries.

Working Together for a More Accessible Practice



Early Success: Week one data proves the technology successfully tackles our biggest bottleneck—the telephone queue.



Continuous Improvement: We are actively monitoring patient feedback to smooth out any friction points and tech adjustments.



Greater appointment choice: The practice has introduced more routine GP appointments available for patients to pre-book ahead

Complaints

April - 19 (8
clinical, 11
non-clinical)

May - 17 (1
clinical, 16
non-clinical)

June - 25 (7
clinical, 18
non-clinical)

Summary

- ▶ **Key Trends & Core Root Causes**
- ▶ An audit of our May-June 2026 logs highlights systemic pain points across clinical delivery and scheduling:
- ▶ • **Clinical Conduct & Attitude:** High frustration over locum communication, dismissed symptoms ("fobbed off" perception), and bedside manner during physical examinations.
- ▶ • **Service & Triage Mismanagement:** Patient distress regarding cancelled clinics without notice and inappropriate HRT appointment booking errors.
- ▶ • **Medication & Administrative Lag:** Communication failures regarding medication safety warnings and missing hospital discharge handovers.

Action Plan

- ▶ **Locum Reviews**
- ▶ Address bedside manner, soft skills, and clinical communication guidelines with locum staff
- ▶ **Triage Audits**
- ▶ Implement mandatory triage check flags for booking staff to prevent misrouting complex patients (such as HRT & MSK cases).
- ▶ **Clear Backlogs**
- ▶ Utilise the newly introduced **EMMA AI** tool to systematically clear incoming admin workflows and prevent missed online requests.

- ▶ Friends and Family Results:
- ▶ May 2026
- ▶ Very good 73.9%
- ▶ Good 16.1%
- ▶ Poor 5.4% |
- ▶ Very poor 2.7%
- ▶ Neither good nor poor 2.0%
- ▶ 92.5% said YES, they would recommend our practice to their friends and family.
- ▶ Google Reviews:
 - Ann St 4.2/5
 - Manchester Road 4.3/5

Patient Feedback

Staff changes

Departed from the practice -
Dr Johnson, Nurse Rachel
Birch, Nurse Tracey Pickering,
Gemma Fogg

New to the practice - Dr
Rachel Gent, Dr Bishoy
Bessada, Nurse Jo Mitchell,
Nurse Arbana Shabbir

New Role - Patient Services
Manager - Libby Ashton

Enhanced Access & Booking Performance

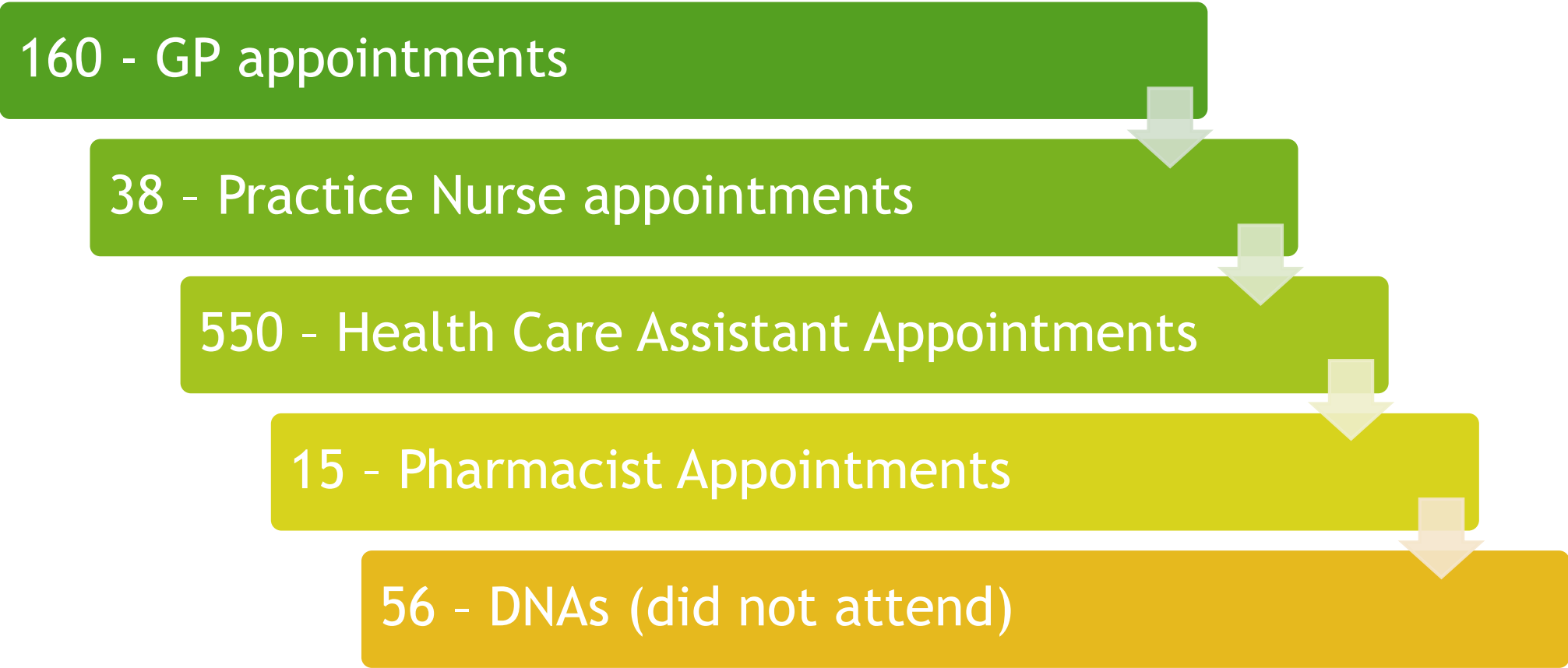
The Allocation Split:
Contracted baseline allocation is **Millgate (52%)**, **Denton Medical (28%)**, and **Guidebridge (20%)**.

The Core Trend: Millgate consistently carries the highest demand across all clinical staff types, frequently absorbing unused capacity from partner sites.

Total Monthly Volume:
Managed over **800+ combined appointments** across GP, HCA, Nurse, and Pharmacy clinics.

EA Data - June 2026 (out of hours delivery 6.30 - 8pm and alternative Saturdays)

160 - GP appointments



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graph TD; A[160 - GP appointments] --> B[38 - Practice Nurse appointments]; B --> C[550 - Health Care Assistant Appointments]; C --> D[15 - Pharmacist Appointments]; D --> E[56 - DNAs (did not attend)]
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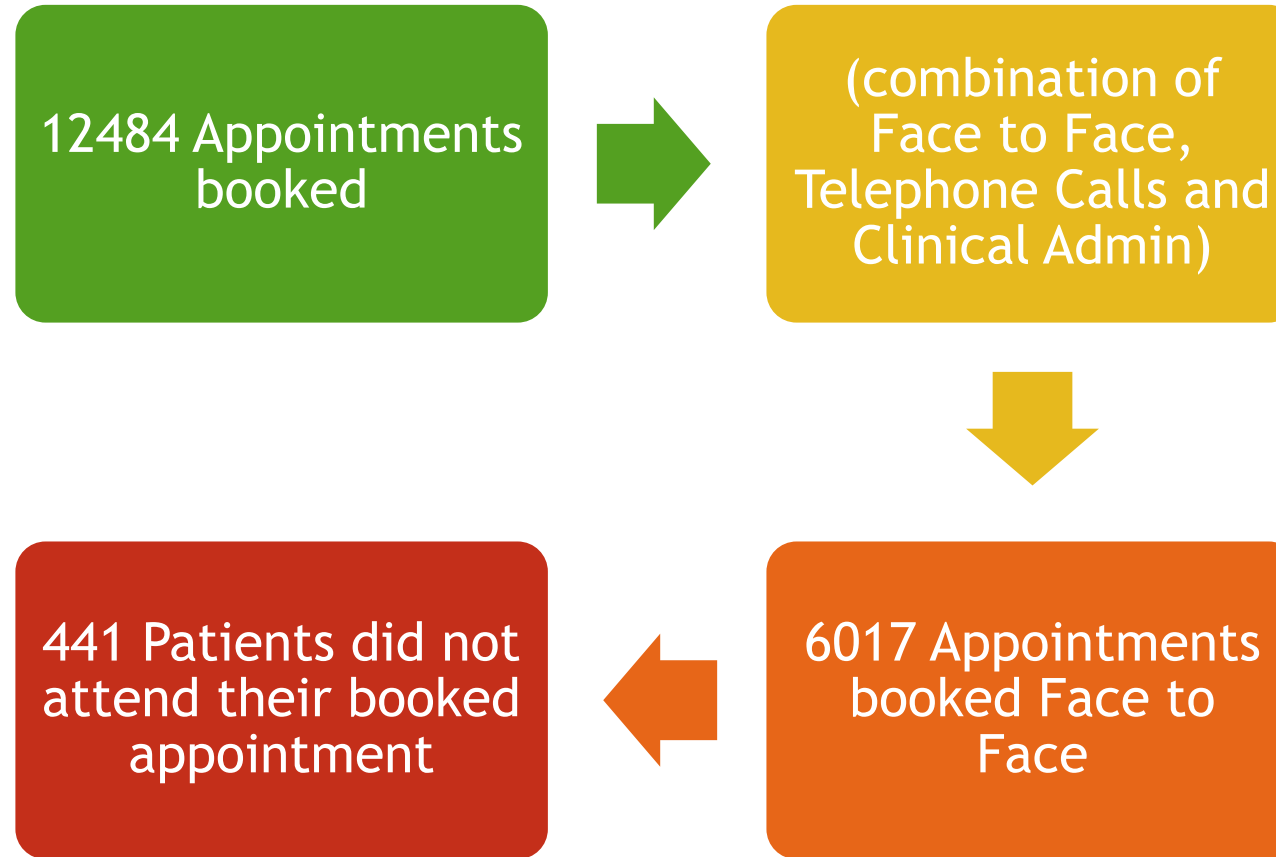
38 - Practice Nurse appointments

550 - Health Care Assistant Appointments

15 - Pharmacist Appointments

56 - DNAs (did not attend)

Patient Access - June 2026



Patient list size

20903



PPG Agenda Items

- ▶ CHAIRMANS REPORT (2025 - 2026)
- ▶ ELECTION FOR THE FOLLOWING POSITIONS
- ▶ CHAIRMAN
- ▶ DEPUTY
- ▶ SECRETARY
- ▶ DEPUTY
- ▶ NEIGHBOURHOOD REPRESENTATIVE
- ▶ MINUTES OF THE NOVEMBER 2025 MEETING
- ▶ PPG REGISTER (CQC)
- ▶ RECRUITMENT POSTER (NEW PPG MEMBERS)
- ▶ NHS APP.
- ▶ Dr. / PATIENT (LACK OF CONTINUITY)