

Practice Manager Update

October 2025

Friends and Family Test – 93% of our patients would recommend us to their friends and family

Negative feedback still includes difficulty booking an appointment and seeing same GP (continuity)

Winter Surge Capacity Plan – we will be delivering an additional 808 appointments over 20 weeks, including an increase in cover during EA on Saturday and an additional Sunday appointment over the winter

Management/Staff Changes

MJ currently not working at the practice, indefinitely

We have some sickness in the nursing team, one HCA off sick (expectation is 2 weeks)

One PN returning from maternity leave

One paramedic gone on maternity leave

DC from PCN who was a paramedic has left, his hours will be used to partly fund a GP

We received 109 five star reviews after our Saturday clinic

Extended Access hours – we won't be open after 6.30pm on Christmas Eve/New Years Eve and will move our regular clinic on 27/12/25 to the following Saturday.

Form is now online all day for patients, we are not switching it off but will tell patients when we are capacity to encourage patients to go to alternative sources. We are receiving almost 600 forms on a Monday – mix of clinical/admin. Almost 250 appts are being booked in on Mondays, Tuesday is similar then it decreases slightly.

The practice has been involved in a few fundraising events recently – MacMillan, Wear it Pink for Breast Cancer and wearing Odd Socks to raise awareness around bullying awareness week.

STATS

1. PATIENT ACCESS

Practice List Size 21,000

Our total community supported

Inbound Calls Received 8,696

Total calls managed by the Reception Team.

Successful Callbacks 935

Patients whose requests were proactively managed by the callback system.

Average Phone Wait Time 2.7 minutes

Our average connection speed.



2. CLINICAL DELIVERY & CARE VOLUME

Total Appointments/Patient Contact 15,968

Face-to-Face Appointments 7,684

Patients Issued a Prescription 8,811

Patient Referrals Completed 831

Home Visits 169



3. OPERATIONAL & ADMINISTRATIVE WORKLOAD

Documents Processed 4,200

The total volume of letters, results, and forms managed by the coding team

DNA (Did Not Attend) Appts 793 appointments

Represents clinical time lost that could have been used by patients

THANK YOU!

Over 15,900 patient contacts were successfully managed in one month. This is an incredible achievement that reflects the commitment of every single person at Millgate.