

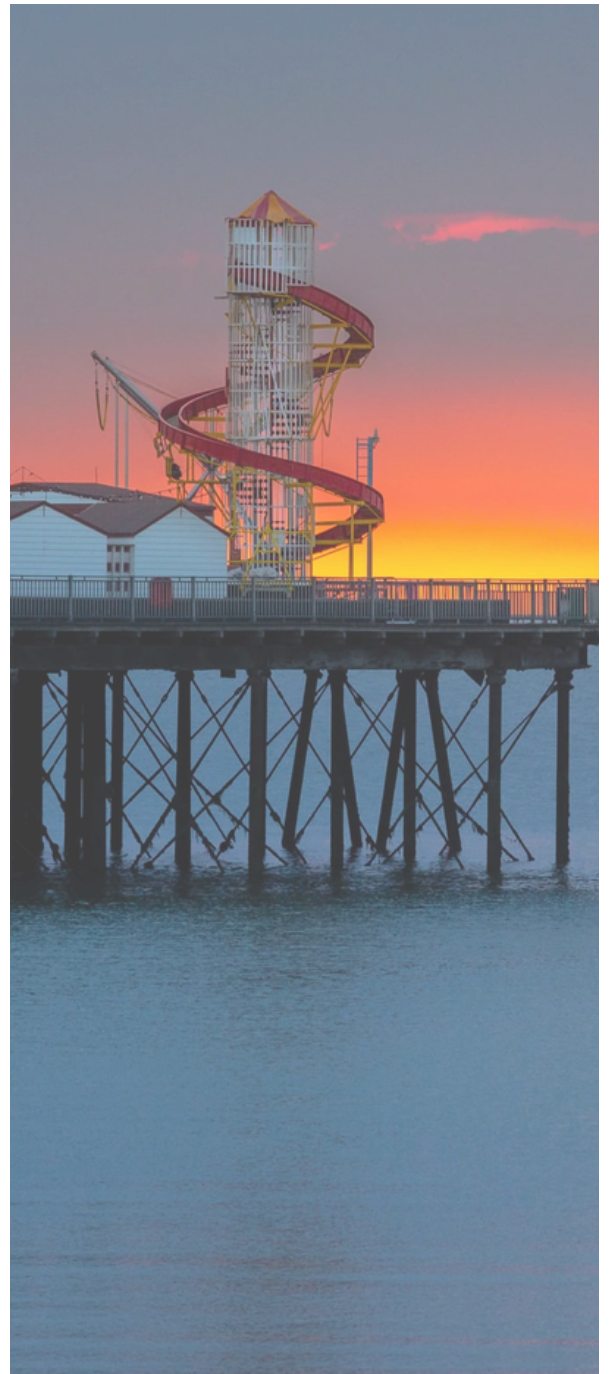


# The Heron Medical Practice

January - March 2024

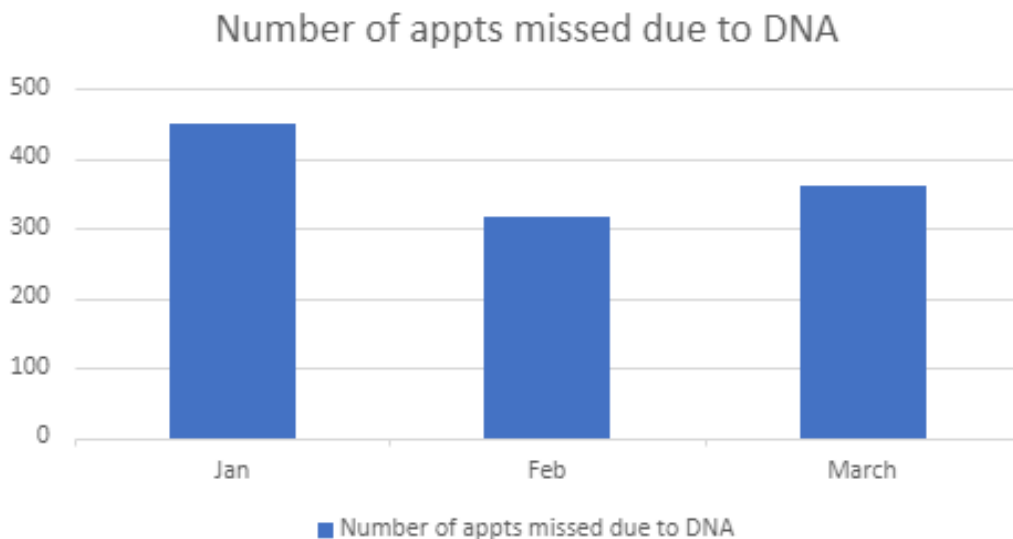
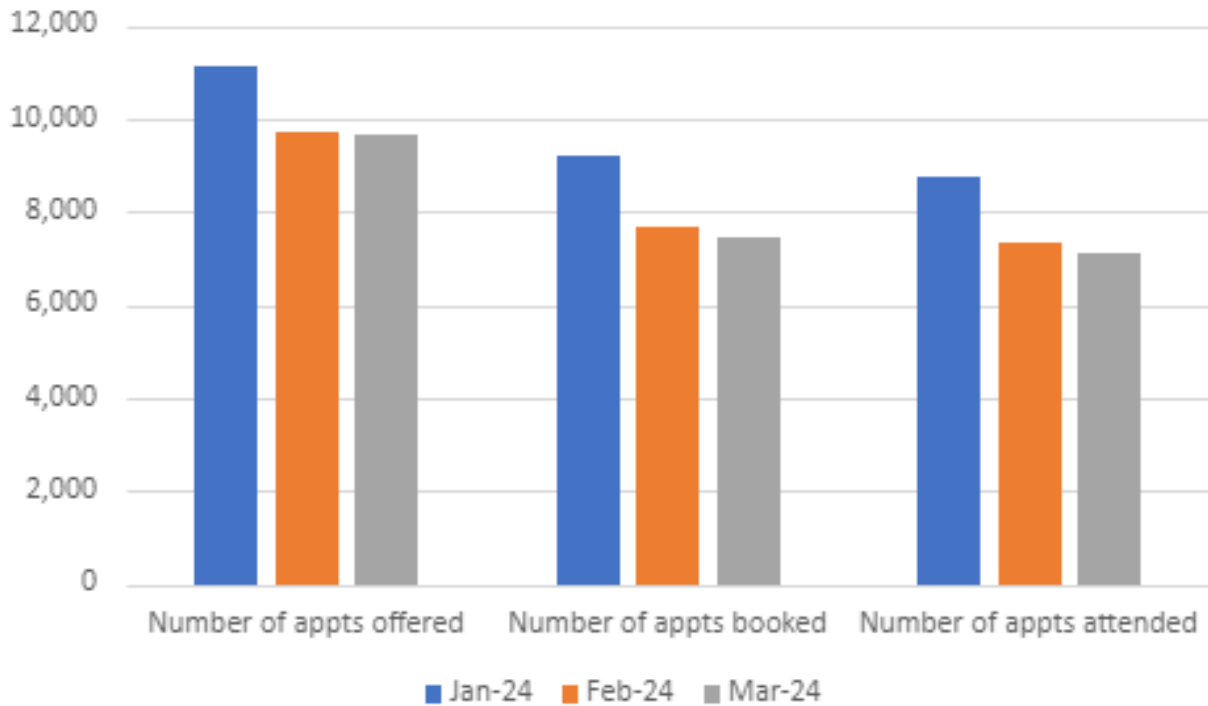
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# PRACTICE DATA

Number of Appointments offered, booked and attended in January, February and March 2024.



In January we had 451 missed appointments, 317 in February and 361 in March.

Combining all the missed appointments together, it resulted in our Clinicians and Doctors wasting 1,129 **appointments** and practitioner time.

Mode of contact when speaking with our Doctors and Nurses:

<b>Month</b>	<b>Face to face</b>	<b>Telephone</b>	<b>Homevist</b>	<b>Digital</b>
<b>Jan</b>	61%	21%	3%	6%
<b>Feb</b>	62%	22%	3%	4%
<b>March</b>	64%	20%	3%	5%

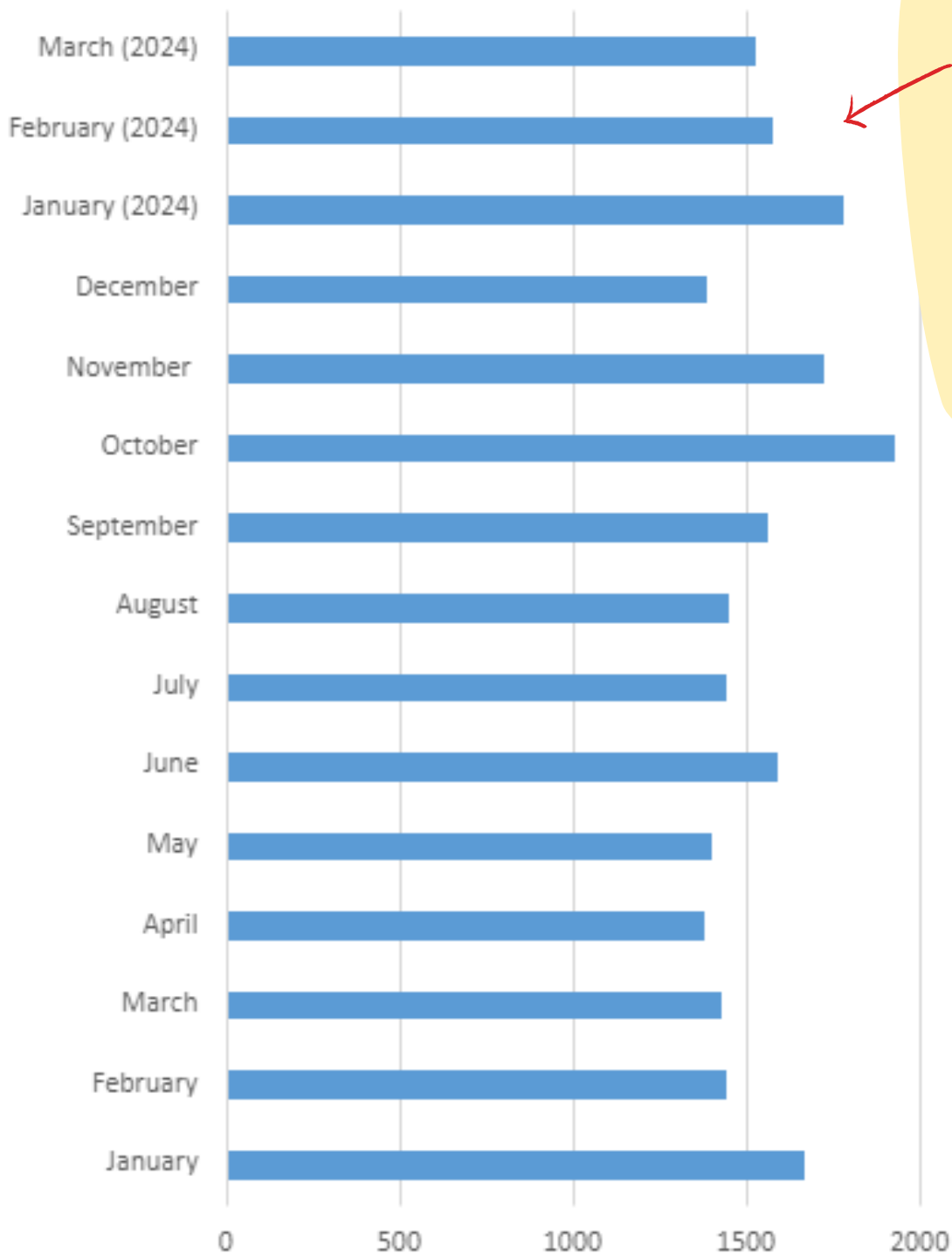


# CALL DATA

Getting through to us on the phone can be challenging and we are trying to improve this for you.

Our phone system allows us to collect data as follows:

Connected Calls



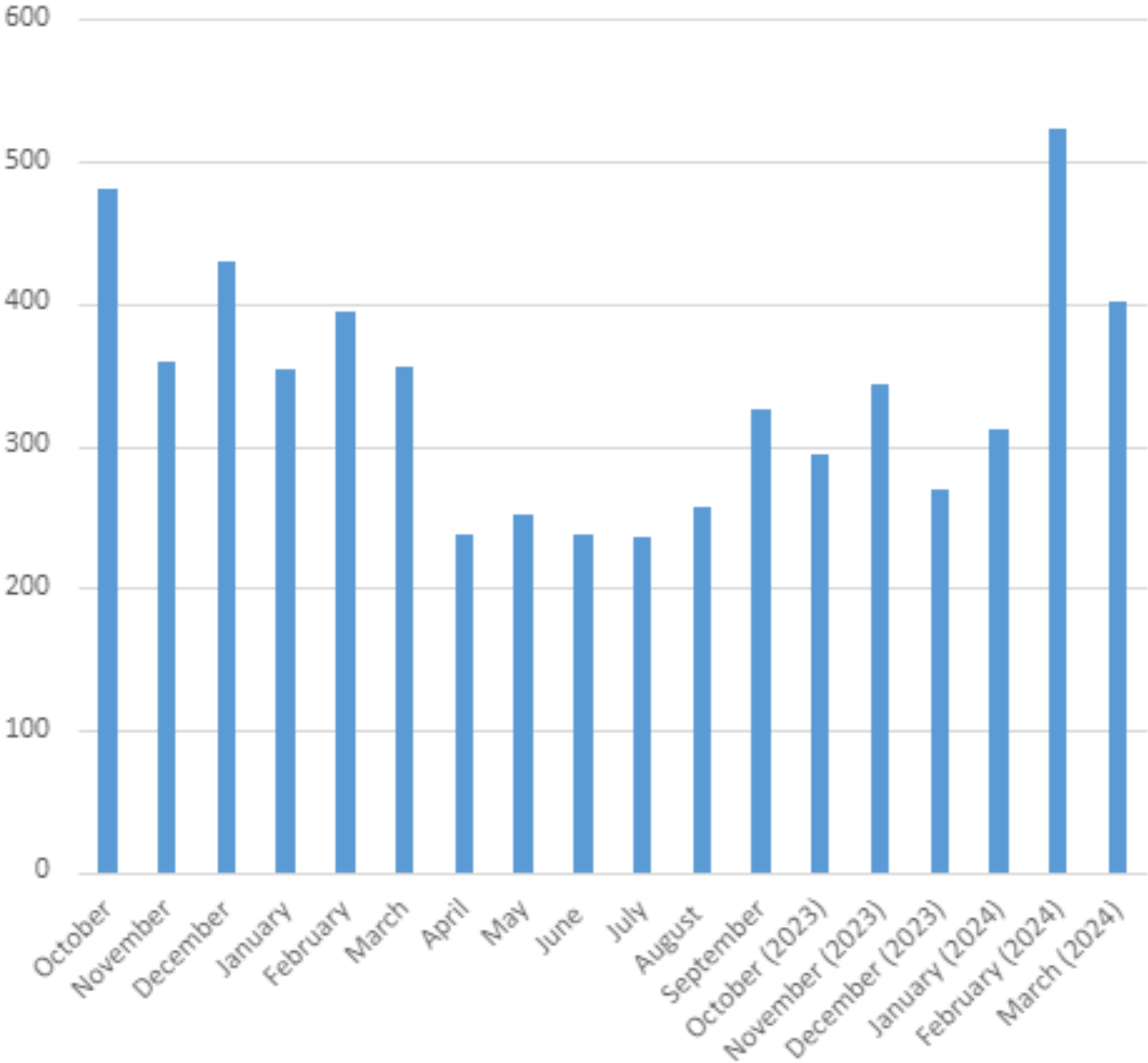
Within the first hour of the day, we connect over 1,500 calls per month

It is great to see that in March this year, we reduced our wait time on the phones compared to March 2023 (in seconds).

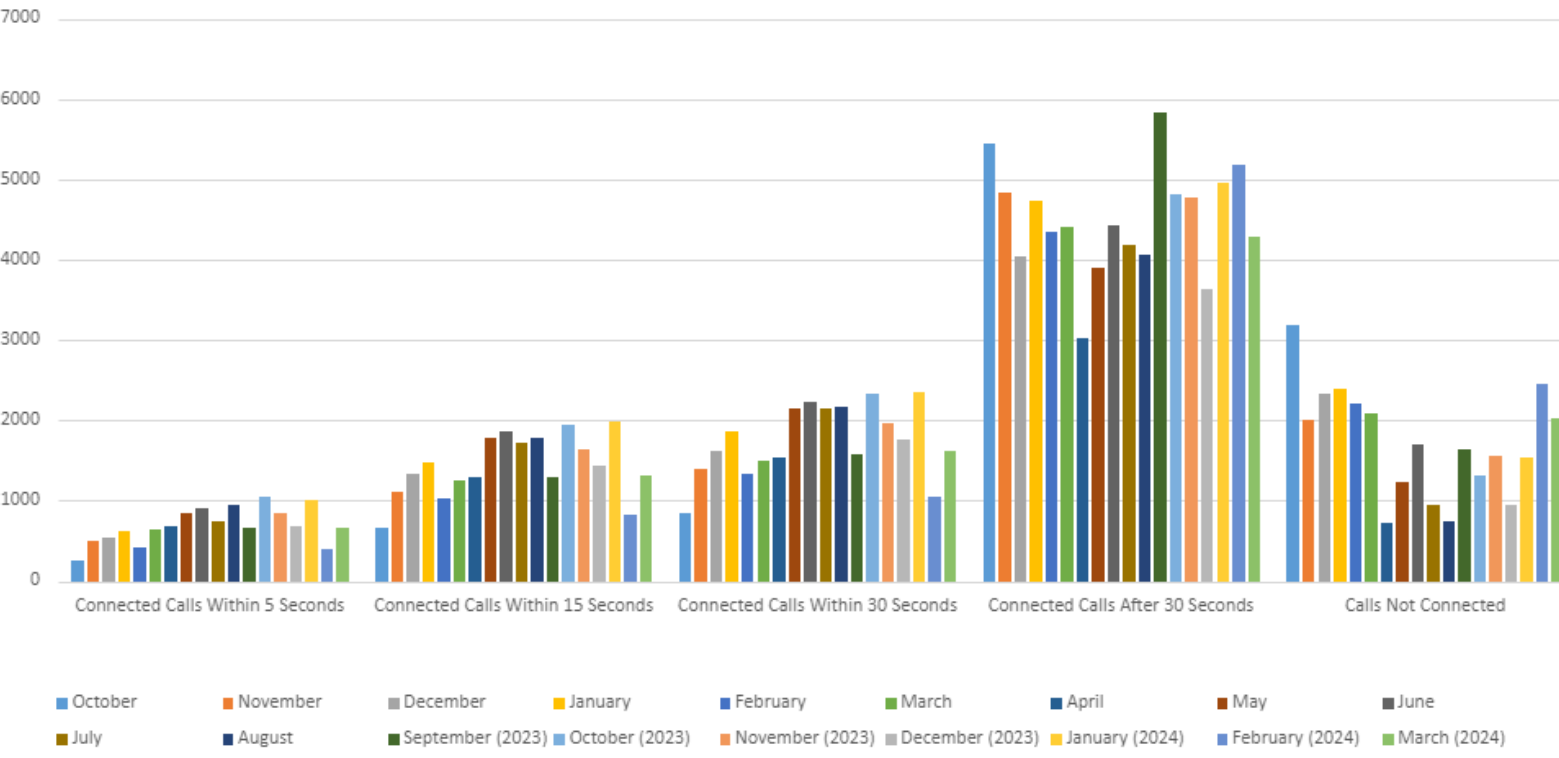


MARCH (2023)	3183
MARCH (2024)	2691

Average Wait times in Seconds

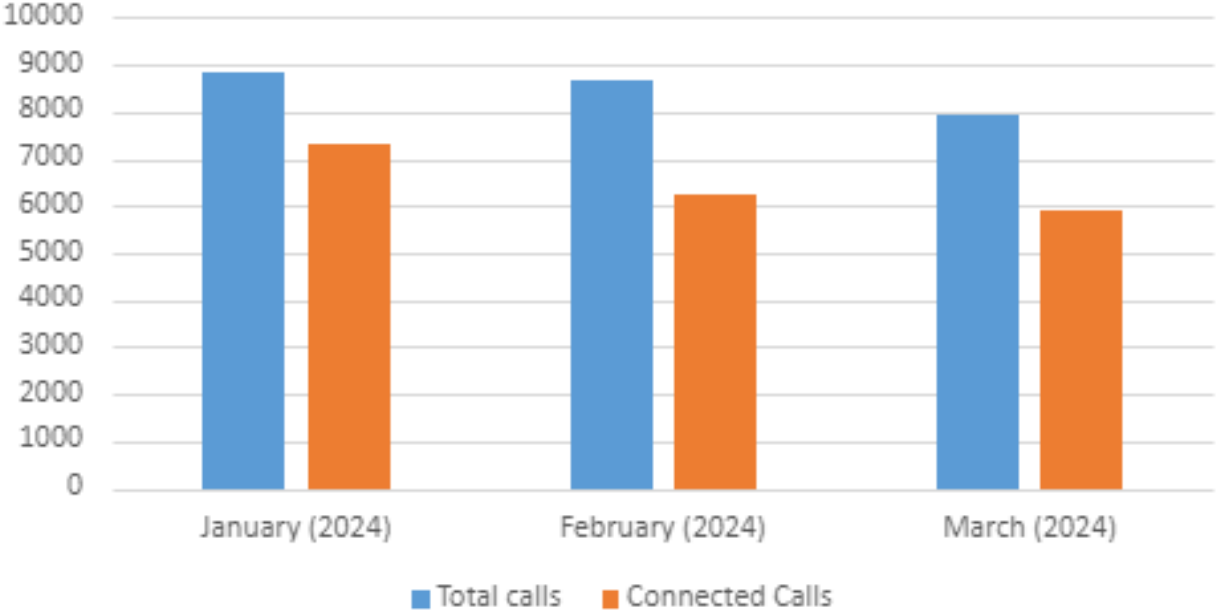


Connected call Times



**Longest wait is now 45 minutes whereas last month was 79 minutes.**

Total Calls



# FRIENDS AND FAMILY TEST (FFT)

Since the FFT was launched in 2013, millions of patients have submitted feedback.

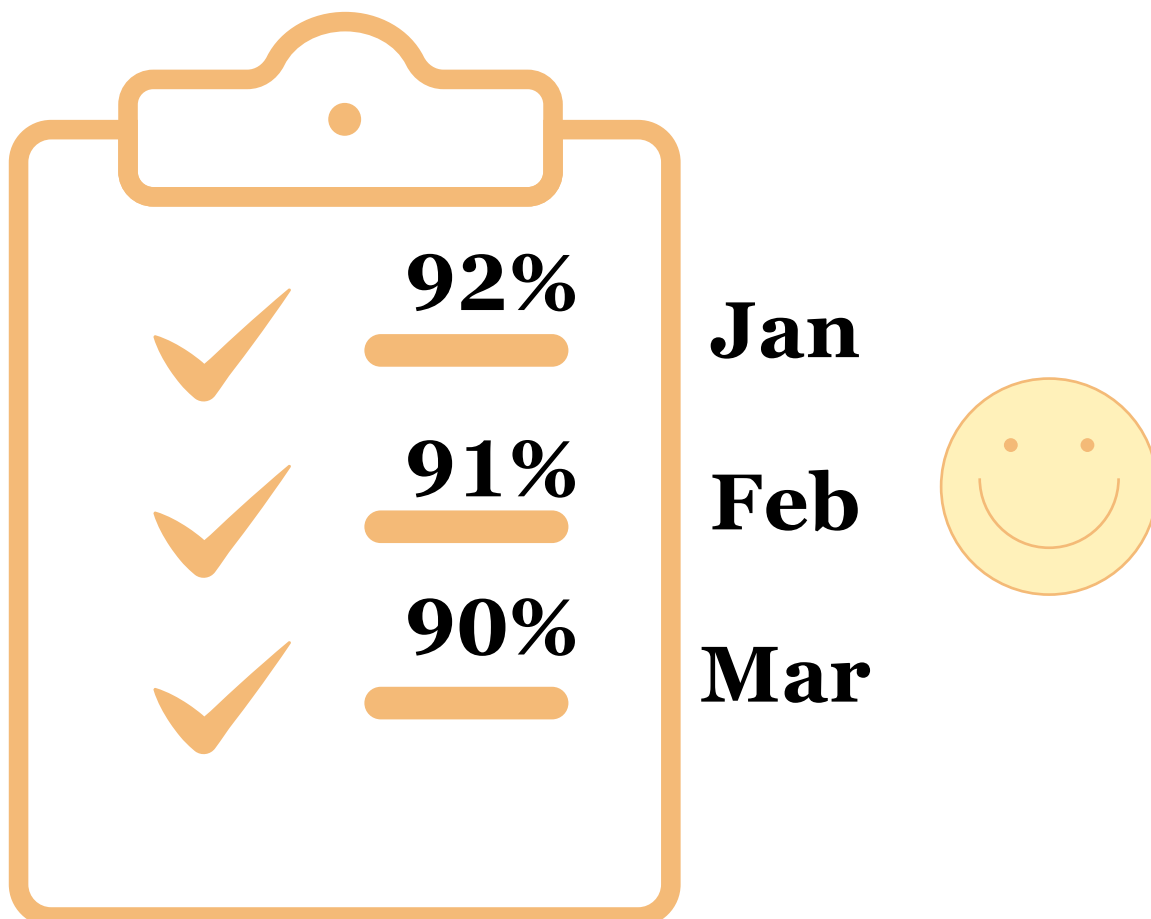
We continue to encourage our patients to give feedback on their experiences of care and treatment so that the information can be used to drive continuous improvements and better address people's needs.

Every month, we review the feedback that you have told us and discuss what we can do with your feedback to make a difference.

We call this 'You said, We did' – other people might call it the 'so what factor'.

Many of you got in touch to share your experience of The Heron Medical Practice's services and most of the comments are positive stories about how services have helped and supported you. These stories are just as important to us as the not so good ones.

Below are the summary scores for our patients who have completed the FFT **recommending** our services.







## Reviews

## Responses

I was late due to school traffic but felt quite dismissed by the doctor and not really listened to

We are sorry you felt you were not listened to by the Doctor you saw. Our Doctors are working to a tight appointment scheme. Should one appointment run late, this would then have a roll on effect to the rest of their patients.

No waiting and quickly done

Our aim is to see patients as quickly as possible and continually monitor the wait times to be seen and if necessary, put in extra resources.

Polite staff, appointment on time and lovely Doctor thank you.

Your feedback has been shared with our Practice Team. Thank you

Medical secretary's are next to useless and are very hard to talk to. I had assessment tests that were done and incomplete causing me 2 further attendances

Thank you for your feedback. It can be hard getting through to the secretaries by telephone due to high demand, Your feedback has been passed onto the department,

I was early for my appointment but seen straightaway, thank you.

We are happy to receive comments like this, thank you.

My nurse, Mrs Rachel Bain was incredibly helpful and supportive throughout my appointment with her

We shared your feedback with our Nurse Team – thank you.

I joined the practise 20 years ago and my self and my wife especially have had nothing but 1st class service from all the staff over that period

We shared this feedback with the Practice Team. Positive feedback gives us all assurances that what we are doing and continuing to do is working.

# PATIENT FEEDBACK



Your feedback is extremely important to us. Telling us about your experience with the Practice (good or bad), means that we can better understand what is important to you, what we are doing well and where there are areas where we need to make improvements.

Send your feedback to: [kmicb.admin-stannes@nhs.net](mailto:kmicb.admin-stannes@nhs.net)

He saw me yesterday and he was truly brilliant, very understanding, very helpful and assisted me with all my wishes.

He even continued to try and assist me through the evening!!

I want to say a massive thank you to him and what a brilliant Dr he is!

I wish the Drs I had at A&E on Monday and Tuesday acted in his manner, if they did I don't think it would be such a shambles!!

Dear Dr. Lupton,

Just a quick line to thank you for your kindness and expertise over my particular problem this past year. I had a text from Folkestone Hospital reminding me of an appointment on the 11<sup>th</sup> Jan, I was surprised as I had no letter but went anyway.

I was seen by a Dr. Ghazala Khan and am now apparently under her care and will be seen every six months.

Once again thank you. In my opinion you are a rare person to have treated me when there was no other treatment on offer at the time.



Patient called requesting to speak with a manager. Patient wanted to let us know how Amazing Wendy (receptionist) is. She promised to send her report over to her as soon as we received it and she did.

"rare to see someone keep there word now adays. She was lovely to speak to, had all the time in the world for me and is all round a lovely person"

**Well done Wendy!!**

Patient has called the surgery today to pass on his thanks and gratitude to all the amazing team at the Heron and especially that of Katy Butler, who always goes above and beyond.

*Dear Heron medical Practice.*

*I would like you to pass this email on to Doctor Costello with my deepest thanks and gratitude for her professionalism and foresight. I was lucky enough to ring yesterday morning and be given an appointment to see her. I presented with a cough, producing blood in my sputum and a swollen right calf. I had previously seen a doctor a week earlier with a cough and blood and was given a course of antibiotics.*

*On this occasion however Doctor Costello was sufficiently concerned and with a diagnosis in mind, that she rang QEQM hospital, the SDEC department, and sent me down forthwith for tests. I have to say it was a long day down a QEQM, I got home at 2030 hours last night and at times it was fairly chaotic. However the care I received from the nursing staff in that department was second to none, and the end result following a CT scan, was that I was diagnosed with a Pulmonary embolism in my right lung, probably as a result of a clot in my right lower leg.*

*So a big thank you to Dr Costello. I received an injection of an anti coagulant drug last night and have been prescribed a course of Apixaban and have apparently been referred to the Haematology unit at K&C hospital.*

*I really only have one concern and that is there appears to be no follow up on the DVT in my right calf. I gained the impression in hospital that treatment for both the Pulmonary Embolism and the DVT would be the same, thus no further follow up would be necessary. There was so much information being given to me yesterday that I forgot to ask, perhaps Dr Costello could let me know what if any follow up is required.*

*Once again thank you so much for the kind attention.*



Dear Dr Ho,

Just wanted to thank you for trying to get an appointment for me with Mr Reddy. I was told he wasn't taking on any new patients - I do hope he is alright. Anyway I managed to get an appointment with Mr Slack on 3<sup>rd</sup> May at the Spencer Wing in QEQM so thanks for your help.

Best wishes

I saw ANP Terri Starmer this afternoon for a concern which required an intimate examination to take place. I wanted to praise Terri for how comfortable she made me feel throughout, her professionalism and bedside manner were brilliant and I just wanted to take this opportunity to express my thanks to her and acknowledge her for making me feel at ease throughout. She offered a chaperone, talked me through every step of the process, and ensured I was fully informed and aware of the next steps of investigation, and my privacy and dignity were upheld throughout.



#### Lufc Andy

Got to be honest, I find them personally to be excellent. All of the doctors that I have seen have been very good, the prescription team are great, the head nurse Rachel Bain is superb, so very thorough and helpful. Only gripe is their reception desks are not wheelchair friendly.



Dear Heron Medical Practice,

I wanted to write and express my sincere thanks to your staff for today. I was in absolute emotional turmoil waiting for the results of a chest x ray I had this morning. I had convinced myself over the weekend that I had lung cancer following a nasty chest infection in December and then a request for a repeat chest x ray sent last week. Whilst the rationale part of my brain knew this was extremely unlikely, being a mother and having had a previous cancer scare I was anything but rationale.

I had the x ray today at 8:30 and contacted reception shortly after to see if the results were in. Unfortunately they were not but I spoke to the kindest and most empathetic receptionist who despite probably being extremely busy, listened to my fears and was incredibly kind. I then received a text message from Dr Crocker at 13:17 to say my xray was clear. Im guessing the lovely receptionist told Dr Crocker I was incredibly anxious, and she speedily looked at the results and text me.

I can not explain what this has meant to me. I burst into happy tears and the stomach-churning anxiety has gone.

Please pass my thanks onto Dr Crocker and the receptionist – I wish I knew her name! She really was incredibly kind.



Mrs M phoned this morning and said she wanted to express how incredibly grateful she is to Dr Mohamed for being so kind and gentle with her on the phone recently. She said the medication he prescribed her has worked perfectly and its better than winning a million pounds!

She was very grateful and also wanted to pass on her thanks to Rachel Bain for being so lovely during her recent appointment also.

# CHARITY



The Heron Medical Practice donated 132 Easter Eggs to SNAAP Charity, ready for the children's Easter Parties.



**SNAAP (Special Needs Advisory & Activities Project)**  
Thank You to The Heron Medical Practice for their donation of eggs, this will mean all our children that attend our clubs will be getting an yummy egg. ❤️



# UPDATES

- Launch of NHS Pharmacy First advanced service

On Wednesday, 31 January 2024, the NHS Pharmacy First advanced service was launched. The service will enable community pharmacists to complete episodes of care for patients without the need for the patient to visit their general practice.

Most pharmacies can help you with **seven common conditions** without needing a GP appointment OR prescription. **These are:**

Condition	Inclusion criteria	Exclusion criteria
<b>Sinusitis</b>	Adults <b>and</b> children 12 years and over	Symptoms that last for more than 12 weeks, pregnant and under 16 years
<b>Sore throat</b>	Adults <b>and</b> children 5 years and over	Pregnant and under 16 years
<b>Earache</b>	<b>CHILDREN</b> 1-17 years	Recurrent acute otitis media (3 or more episodes in 6 months or 4 or more episodes in 12 months) Pregnant and under 16 years
<b>Infected insect bite</b>	Adults <b>and</b> children 1 year and over	Pregnant and under 16 years
<b>Impetigo</b>	Adults <b>and</b> children 1 year and over	Bullous impetigo, recurrent (2 or more episodes in the last year) pregnant and under 16 years
<b>Shingles</b>	<b>ADULTS</b> aged 18 and over	Pregnant
<b>Uncomplicated urinary tract infections</b>	<b>WOMEN</b> aged 16-64	Pregnant, urinary catheter, recurrent UTI (2 episodes in the last 6 months or 3 episodes in the last 12 months)

- In February we welcomed our new GP Partner, Dr Alex McDonald.





# 18+ DIABETES PEER TO PEER SUPPORT GROUP

*Please come to share your experience, journey and learn together how to live well with diabetes*

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**Dates - 9th Feb, 8th Mar, 5th Apr, 3rd May, 28th Jun, 27th Jul, 23rd Aug, 20th Sep, 18th Oct, 15th Nov, 13th Dec,**

**Hours - 9:30am-11:30am**

**Place - Age UK Herne Bay, 16 Reculver Road, CT6 6LE**

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For registration and inquiries :

+ 01843 223881

[diabetes@ageukthanet.org.uk](mailto:diabetes@ageukthanet.org.uk)



 Thanet  
ageUK

**Bet+er Lives Together**

**East Kent**  
Health and Care Partnership



# In 2022-23 NHS Kent & Medway spent over £2.5million on medications for minor pain relief, discomfort and fever.

Minor pain relief such as paracetamol and ibuprofen are freely available to purchase at supermarkets, convenience stores and local pharmacy and do not require a prescription.



