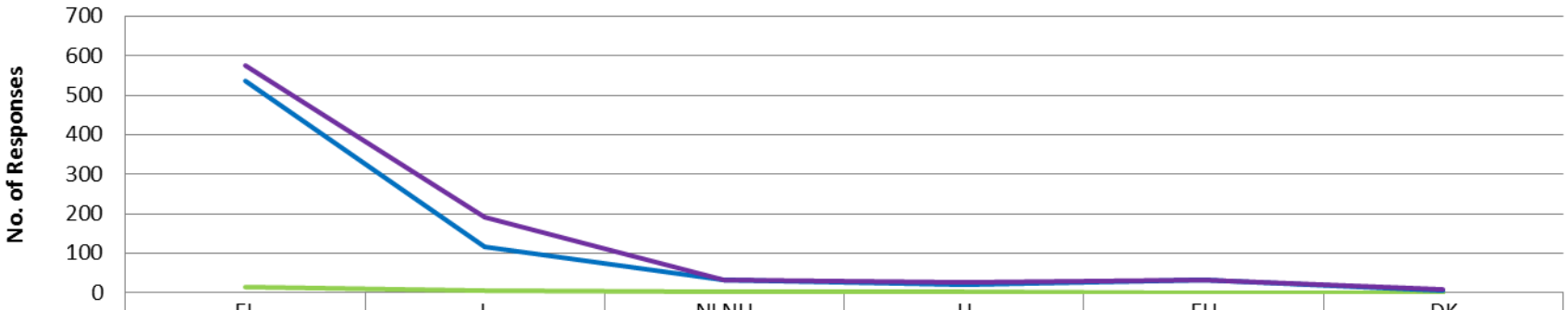
PPG MEETING

20.03.18

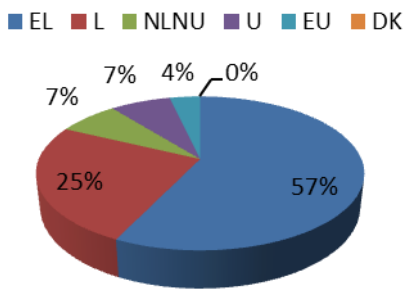
Friends & Family Statistics

Friends & Family Yearly Response Comparison

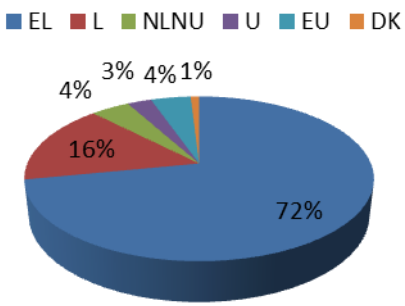


	EL	L	NLNU	U	EU	DK
2016	16	7	2	2	1	0
2017	537	118	32	20	33	7
2018	576	193	32	26	34	8

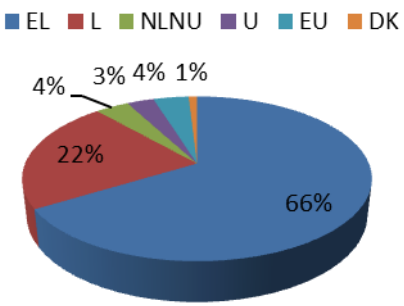
2016



2017



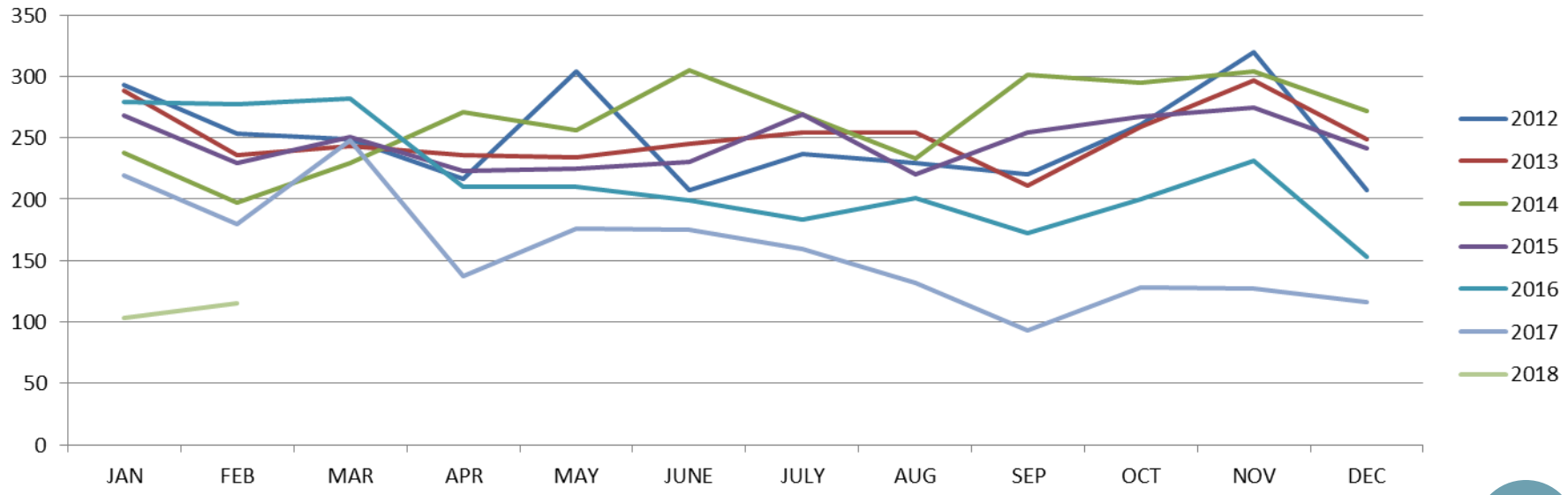
2018



Month	Total Count	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know
Jan SMS	473	313	106	12	11	12	4
Jan E		5	7	1	1	1	0
Feb SMS	396	258	79	19	13	17	4
Feb E		0	1	0	1	4	0

DNA Statistics

		JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEP	OCT	NOV	DEC	Yearly Total
2012		293	253	249	217	304	207	237	229	220	261	320	207	2997
2013		288	236	243	236	234	245	254	254	211	259	297	249	3006
2014		238	197	229	271	256	305	269	233	301	295	304	272	3170
2015		268	229	251	223	225	230	269	220	254	267	275	241	2952
2016		279	277	282	210	210	199	183	201	172	200	231	153	2597
			SMS Imp.		Implemented DNA Policy									
2017		219	180	248	137	176	175	159	132	93	128	127	116	1890
									MJOG Imp.					
2018		103	115											218

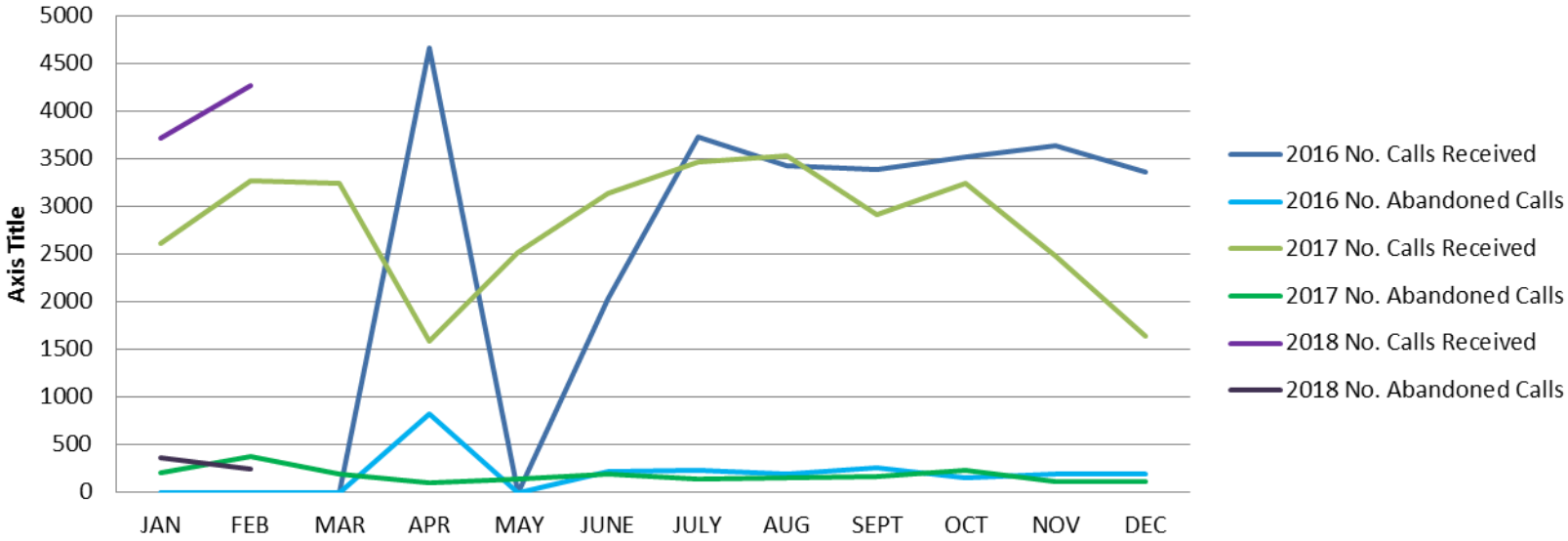


Compare 2017 to 2012 – Reduction of 1,107 (36.94%)
Compare 2017 to the previous highest DNA rate in 2014 – Reduction of 1,280 (40.38%)

Telephone Statistics

		JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
2016	No. Calls Received	0	0	0	4660	0	2040	3731	3434	3393	3516	3646	3361
	No. Abandoned Calls	0	0	0	819	0	224	230	185	253	153	197	189
2017	No. Calls Received	2614	3271	3242	1582	2517	3136	3467	3532	2919	3243	2480	1644
	No. Abandoned Calls	204	374	193	98	143	198	145	153	159	237	118	118
2018	No. Calls Received	3715	4267										
	No. Abandoned Calls	367	249										

2016-2018 Telephone Data - Received Calls V's Abandonded Calls



		JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
2016	No. Calls Answered	0	0	0	82.42%	0	89.02%	93.84%	94.61%	92.54%	95.65%	94.60%	94.38%
	No. Abandoned Calls	0	0	0	17.58%	0	10.98%	6.16%	5.39%	7.46%	4.35%	5.40%	5.62%
2017	No. Calls Answered	92.20%	88.57%	94.05%	93.81%	94.32%	93.69%	95.82%	95.67%	94.55%	92.69%	95.24%	92.82%
	No. Abandoned Calls	7.80%	11.43%	5.95%	6.19%	5.68%	6.31%	4.18%	4.33%	5.45%	7.31%	4.76%	7.18%
2018	No. Calls Answered	90.12%	94.16%										
	No. Abandoned Calls	9.88%	5.84%										

CAMPAIGNS

Cancer
Throughout each month we select the cancer campaign that is running and add this to our newsletter and update the notice board to encourage patients to look out for symptoms and what to do if they have concerns.

Smears
The national target is to perform 80% of our registered eligible list size each year.

25-49 Year olds are invited every 3 years – Uptake for this age range is low across the country.

50-64 Year olds are invited every 5 years – Currently we are around 79-80%.

EPS – Electronic Prescription Service
Practices are trying to encourage patients to sign up to EPS, which allows your prescription to be sent electronically to your pharmacist. Its quicker and saves time and money.

Shingles
Shingles vaccination can be given throughout the year, as long as the patient is within the eligible age range. The surgery tend to run the shingles campaign alongside the flu campaign as we have to ensure we have enough stock availability.

Practice Manager Updates

- Dr Claire Botley has joined partnership.
- In talks with locum about joining as a 3 day partner.
- Dr Szilvia Papp will return in September from maternity as a 3 day partner.
- Due CQC visit in July, although the process has changed. Will be running a patient survey.
- Re-applied to close list – 2 partners due to retire this year and one going on maternity.
- Complaints appear to have decreased.
- MJOG – Increase in patients using system to cancel appointments. Has played a pivotal role in reducing DNAs and collecting QOF data.
- 75% of our patients are signed up to use SMS. GDPR (new data system) coming in to play in May will effect this.