

LEEDS GP CONFEDERATION

July Newsletter

Enhanced Access, Same Day Response & Community Ambulatory Paediatric Service



Introduction

July's newsletter focuses on Leeds GP Confederation's Enhanced Access, Same Day Response and Community Ambulatory Paediatric Services (CAPS).

Leeds GP Confederation's Enhanced Access service consistently delivers appointments 365 days a year, across 18 hub sites on behalf of the 18 Primary Care Networks (PCNs) we provide for. We also host our Same Day Response service and CAPS running from St George's Urgent Treatment Centre.

These services support General Practice throughout Leeds by providing additional capacity over and above Practice and Primary Care Network provision.

During the last quarter we have been focusing on patient experience of these services and are pleased to say that patient feedback exceeds results achieved both nationally and within the Local Integrated Care System and is something we should all be immensely proud of.

We have recognised that some patients do not have access to respond to digital surveys through personal circumstance and lack of access to digital means. As a result, we have rolled out collections of feedback through forms being made available to patients to complete anonymously.



Mark Gulliver
Operational Team
Leader

Front of House Training

Last month our Service Delivery Manager (Access), Jane Kennard, hosted an engaging front of house training session for Burmantofts, Harehills and Richmond Hill (BHR) Primary Care Network.

This session covered an overview of our Enhanced Access service, new services available for BHR staff to book patients into and SEPSIS training.



"Fun and clear"

"I really enjoyed how we had different practitioners speaking to us about their service."

To read more about the services that we provide to BHR have a look at Jane's 3 minute blog about the event [here](#).



We're Moving!

After 5 years at Stockdale House, Leeds GP Confederation will be relocating to White Rose Office Park effective 18th August 2023.

The move to White Rose Office Park is alongside Leeds Community Healthcare (LCH) and the West Yorkshire Integrated Care Board (ICB).

Due to this relocation a couple of our details, including our main phone number, will be changing. Have a look on our [website](#) to find our how to contact us after 18th August 2023.





Our next Confed Connects Session will be 30th August 2023. Join us to learn about the Leeds Community Dermatology Collaborative - One year in, including tips on managing acne in Primary Care. More information and how to join [here](#)

Deputy Operational Team Leaders

As an organisation we regularly review our structure to ensure that it continues to deliver our purpose and meets the needs of the contracts we deliver. As part of a recent review, we recognised that whilst our Enhanced Access, Same Day Response and CAPS services had grown substantially, the capacity within the team to deliver these services hadn't.

We saw an opportunity to do things differently and have introduced a new role; **Deputy Operational Team Leader (DOTL)**. This role will focus on the operational evening and weekend on call work, giving the OTL's more capacity to focus on PCN's and Enhanced Access delivery.

The DOTL role has become vital to the structure of the access services and **Leah O'Connor** and **Nicola Haigh** are doing a phenomenal job.



Leah O'Connor and Charlotte Dixon

Since the role began, the DOTL's have focused on improved communication within the workforce in our services, allowing capacity to be freed up to develop and continually improve our services.

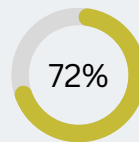
We're also excited to welcome our current Administrator and Rota Co-ordinators, **Charlotte Dixon** and **Eve Hodgson** to the DOTL role.

Patient Experience

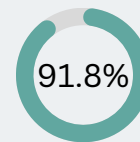
Analysing and acting on patient feedback helps us to shape our delivery and future performance and ensures that the services we provide deliver a positive patient experience.

Last quarter we surveyed 1,276 patients who attended Enhanced Access and Same Day Response appointments. Here's how we performed against the national average:

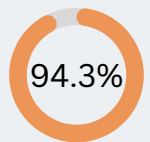
Positive Overall Experience



National Average

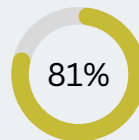


Enhanced Access

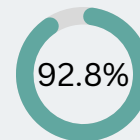


Same Day Response

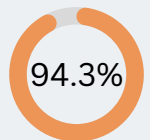
Recognising Mental Health Needs



National Average

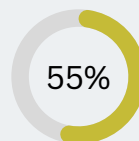


Enhanced Access

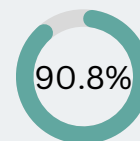


Same Day Response

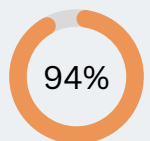
Satisfied with Appointment Times



National Average

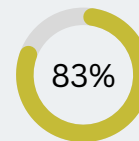


Enhanced Access

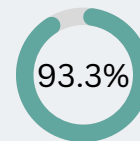


Same Day Response

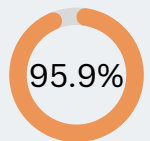
Treating with Care and Concern



National Average



Enhanced Access



Same Day Response

CAPS Quarterly Roundup

We launched the Community Ambulatory Paediatric Service (CAPS) in January 2023 to provide Leeds with a service that provides assessment, care and treatment to children with acute respiratory symptoms. Here's how the service has performed in it's first quarter.

We have been able to offer **3,411** appointments. **23%** more than expected!

We surveyed our service users and **85.8%** said they would have considered using A&E or an Urgent Care service had they not have been offered an appointment in CAPS

Thank you to all of our staff who work so hard to deliver this service!

96% Appointment Utilisation

“Excellent resource for the city. Our patients that have used it have nothing but praise.”

100% Of patient's families would recommend CAPS to family and friends

100% Of patient's families were satisfied with their consultation

“Very efficient, massive help with demand for appointments.”

