

# **AWC Modality NYCC Area Committee**

6<sup>th</sup> June 2024





Who are AWC Modality?



How are we performing?



A new way of working



What could we do better?



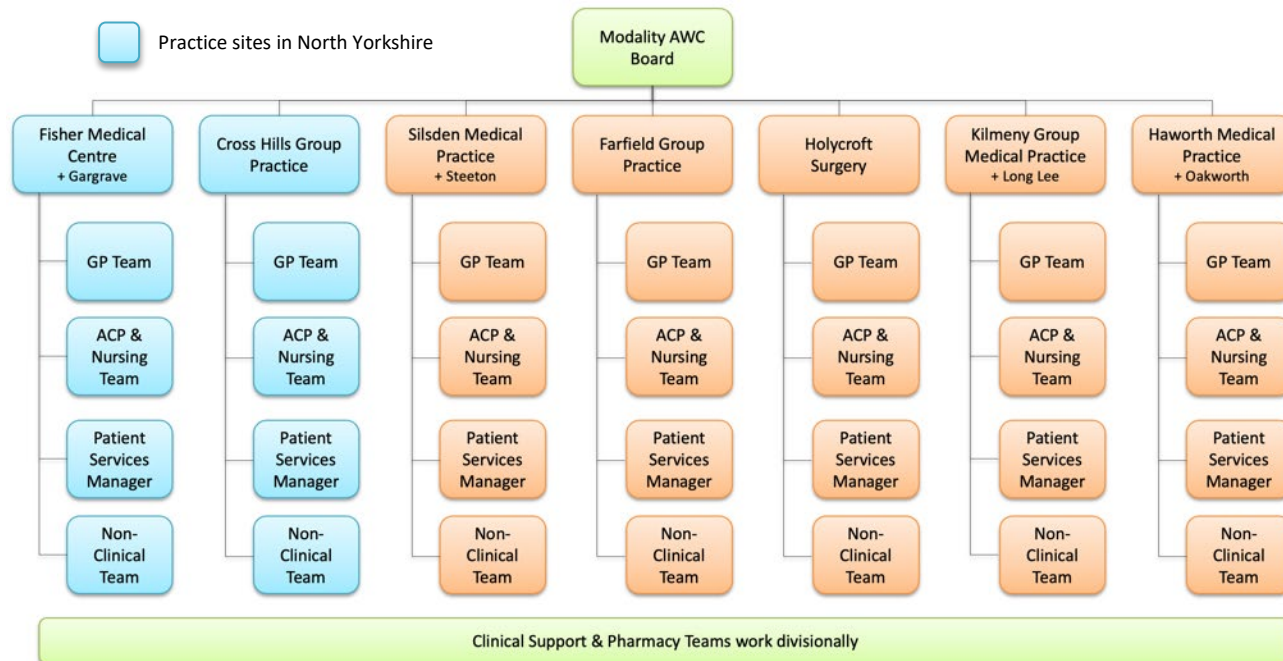
What are we trying to solve?



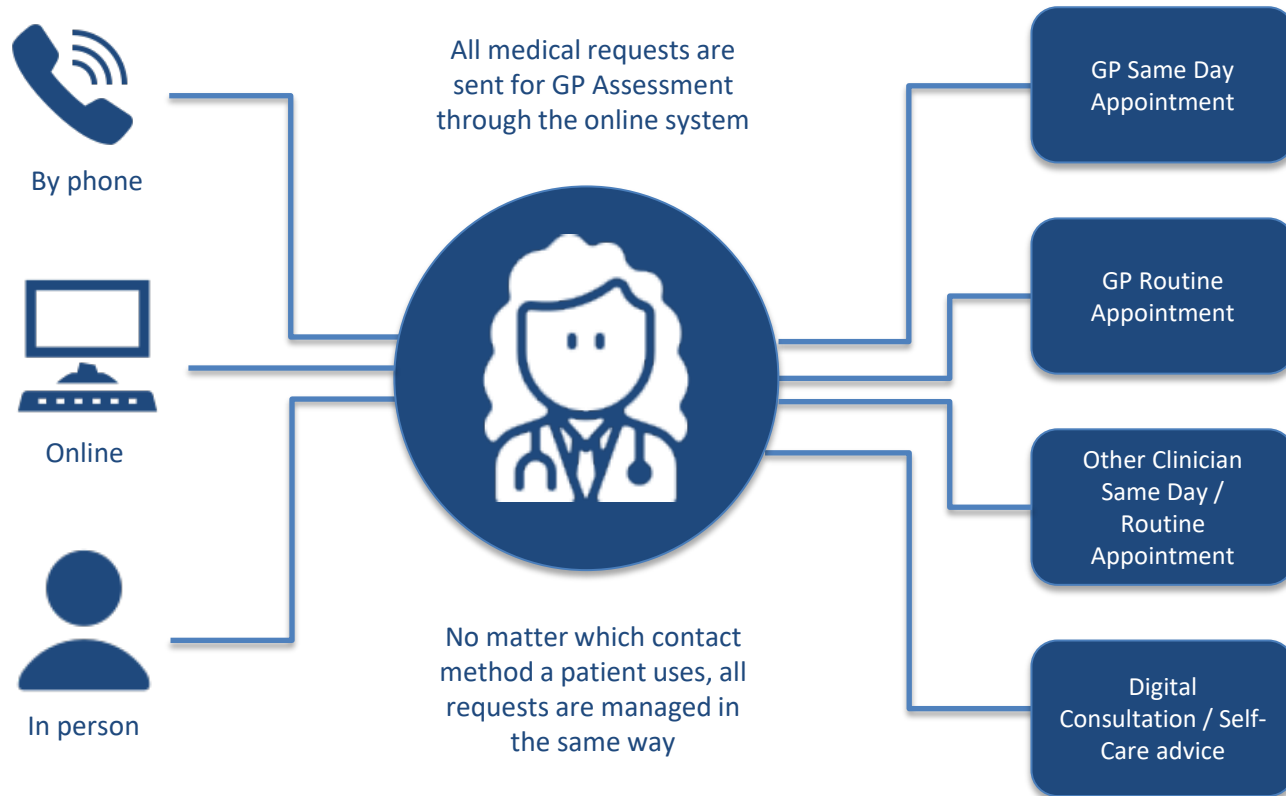
What's next? How can you help us?

# Who are Modality AWC?

- We are part of a national **GP Super Partnership\***, operating across 10 regions of England \*not a corporate entity
- We are one of Modality's largest groups of GP Practices (divisions), providing care to over **87,000 patients**, working across **10 sites**
- Governance is provided by the Modality AWC Board, which is made up of GP Partners\*\* & the Senior Management Team  
\*\*the same GP Partners who ran the practices before joining Modality!
- Each practice has clinical governance and responsibility for providing care to each patient community / location



In April 2023, we adopted a new way of working. This was a **BIG change** for patients and staff



# What are we trying to solve?



Reduce the 8am rush



Meet the medical needs of our patients



Maximise the capacity of appointments available



Provide high quality care



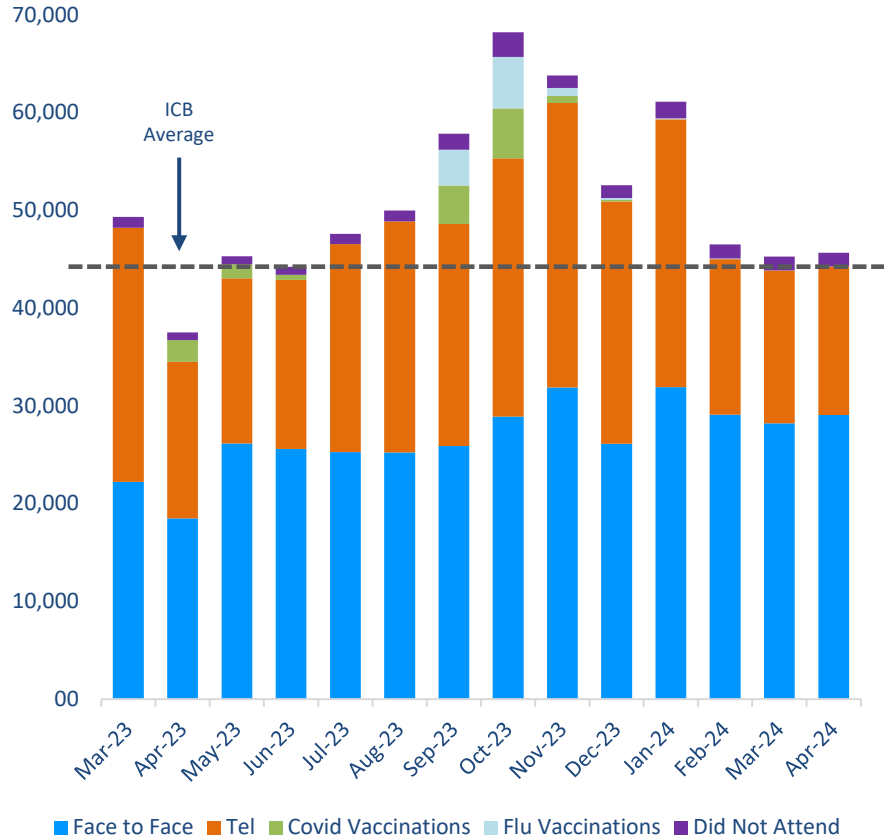
Provide equal access for all



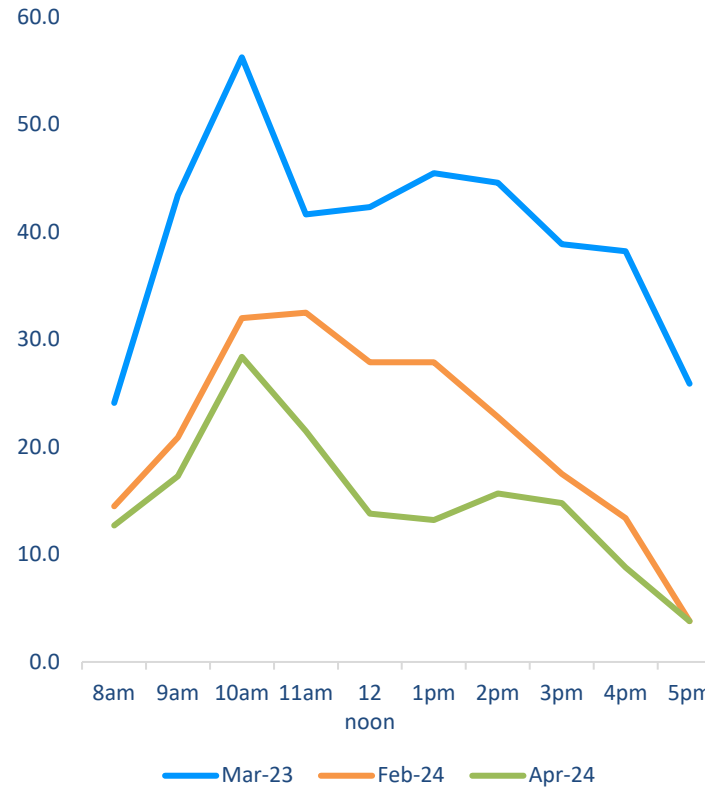
Offer the right care, first time

# How are we performing?

### Appointment Type Delivered Per Month



### Call Wait Time By Hour



### A&E and Out of Hours Attendance



**2.4%** reduction in A&E Attendances



**9.7%** reduction in GP Out of Hours usage

- Since Modality AWC has launched Klinik, there has been a decrease in Modality patient usage of both A&E and OOH services
- There has been a greater reduction in Modality patients attending A&E and OOH services than patients from other non-Modality practices

Implementing a new way of working is very challenging for both patients and staff. During the last 14 months, we have continued to evolve the way we operate to try and meet the demands of our patient population groups.

## Challenges...



To reduce call wait times for those who are unable to access the online form



To ensure patients are kept informed on the progress of their request, and know that they can still contact us over the phone or in person



Reduce and maintain the wait time for routine care to within 2 weeks, where possible

## Solutions...



Additional staff have been recruited and a dedicated Patient Contact Centre set up in April 2024



Improve patient information and communication - verbally, online and in paper format



Continue to maximise the capacity of appointments that we are able to offer

# How are we listening to patients?

We continue to listen to both patient and staff feedback, to improve the service we offer to patients. We gather and analyse patient feedback in many different ways, across a variety of platforms.



The Annual National NHS GP Survey



Comments received via Social Media



The Friends & Family Test



Patient Participation Group & Patient Engagement Events



Comments, Informal Concerns & Complaints



Staff Suggestions Box

All feedback is reviewed fortnightly, and any resulting operational or system changes prioritised and implemented.



# What is next? How can you help us?

When we started planning the new patient access system, Klinik Healthcare Solutions was the market leader. Two years on, that is no longer the case. Modality Partnership is currently piloting a number of other digital healthcare triage solutions in other areas of the UK.



Our rolling programme of patient engagement and education events will continue to be held in community and practice locations. Helping patients navigate the NHS App, SystemOnline Services and our Patient Access System.



Join our Patient Participation Group (PPG) / Patient Voice to share your views and work collaboratively with us.



During the summer months, we will be launching a new patient website that is NHS accessibility compliant and provides improved patient information and navigation.

Our Patient Participation Group will be involved in the review process of the new website, before it goes live. **If you would like to be involved, please let us know!**

Contact Email: [bill.graham2@nhs.net](mailto:bill.graham2@nhs.net)

