

## KEY INFORMATION

PCN Selected:

North Blaby

Report Date Range:

Monday, July 01, 2024

Earliest AppointmentDate

Monday, July 29, 2024

Latest AppointmentDate

**202**

FCP appointments

**95.5%**

of patients referred were managed without the need for onward referral

**95.5%**

of patients referred didn't require further GP care

**1.2**

% growth in total no of appointments

**79.2%**

of patients were a genuine first contact

**43.2%**

of patients' condition was new (<3 months)

**56.8%**

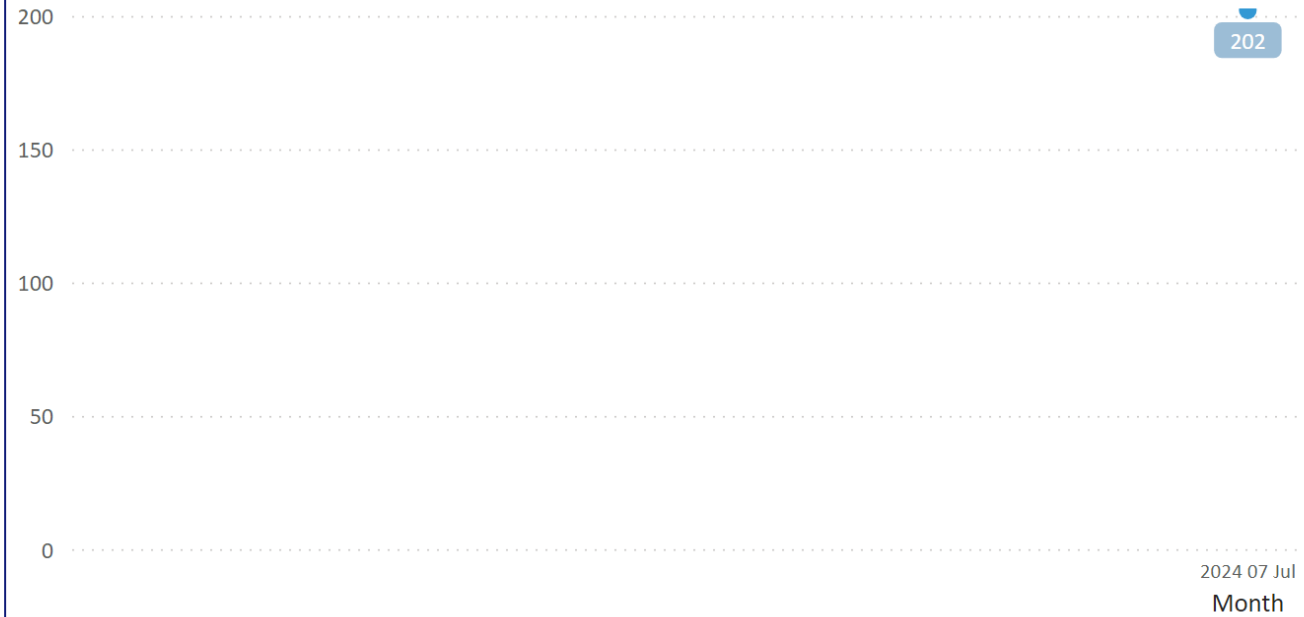
of patients condition was chronic (>6 months)

**6.16**

Excellent - Outstanding is the average score for Q11 on HEE Roadmap patient feedback form.

# APPOINTMENTS

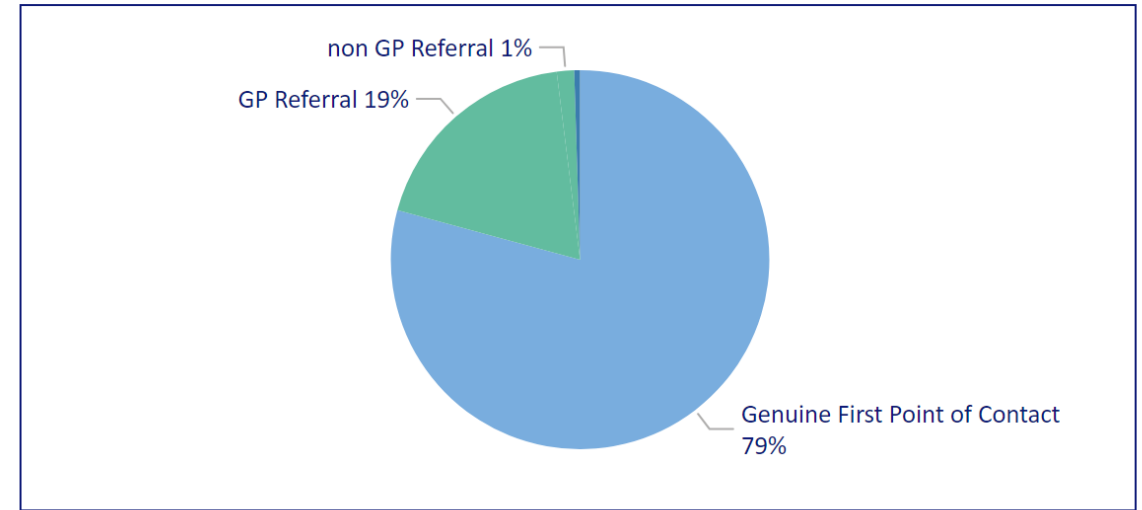
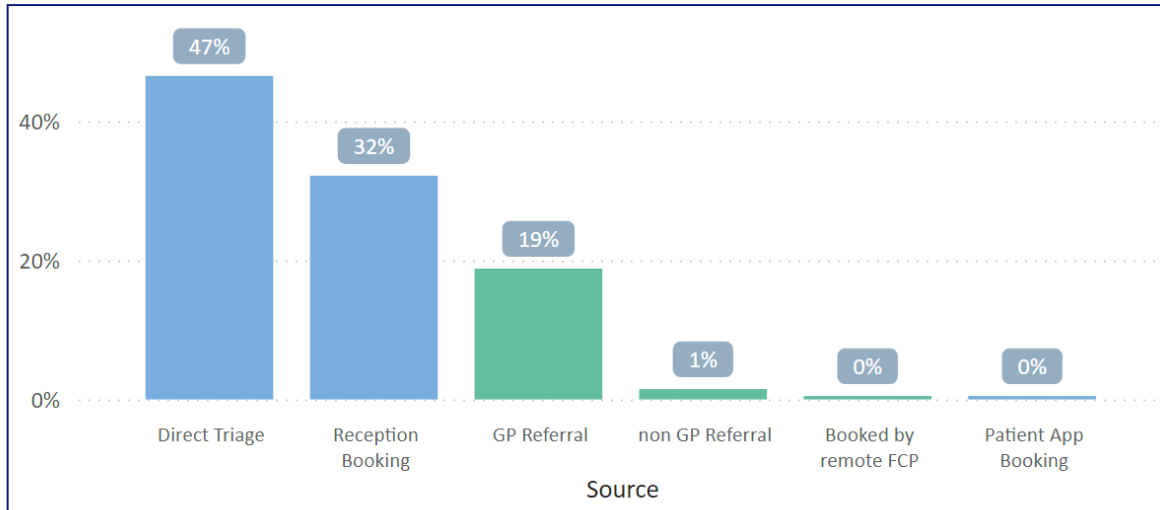
## No of Appointments



## % Change in the no of appointments month on month

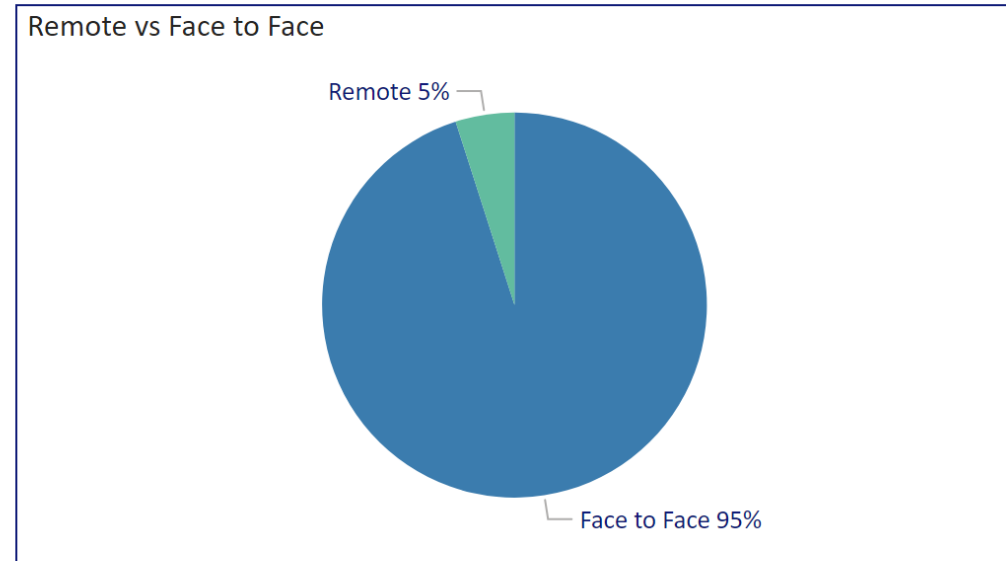
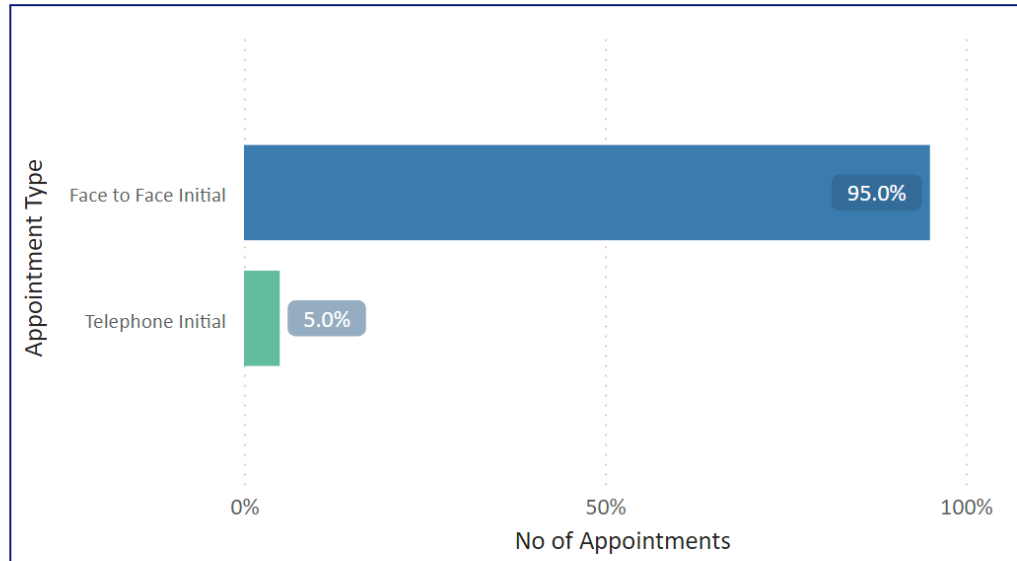
Year	2024		
Month	07 Jul		
Surgery	Count	Change	% change
<b>Total</b>	<b>202</b>	<b>28</b>	<b>16.09%</b>
Enderby Medical Centre	12	5	71.43%
Forest House Medical Centre	19	2	11.76%
Kingsway Surgery	95	25	35.71%
The Limes Medical Centre	76	-4	-5.00%

# SOURCE



Source Name	Booked by remote FCP		Direct Triage		GP Referral		non GP Referral		Patient App Booking		Reception Booking	
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count
⊕ Enderby Medical Centre	8.33%	1	58.33%	7	8.33%	1					25.00%	3
⊕ Forest House Medical Centre			73.68%	14					5.26%	1	21.05%	4
⊕ Kingsway Surgery			29.47%	28	33.68%	32	3.16%	3			33.68%	32
⊕ The Limes Medical			59.21%	45	6.58%	5					34.21%	26
<b>Total</b>	<b>0.50%</b>	<b>1</b>	<b>46.53%</b>	<b>94</b>	<b>18.81%</b>	<b>38</b>	<b>1.49%</b>	<b>3</b>	<b>0.50%</b>	<b>1</b>	<b>32.18%</b>	<b>65</b>

# APPOINTMENT TYPE



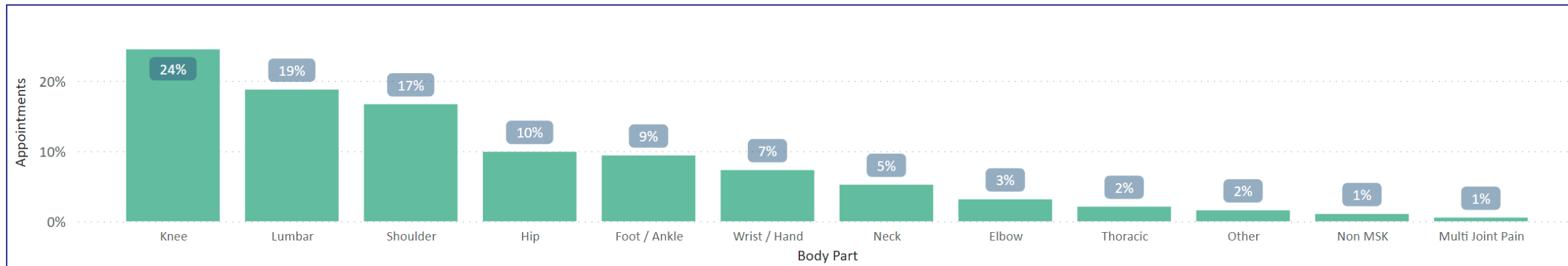
Surgery	Face to Face		Remote	
	Count	%	Count	%
⊕ Enderby Medical Centre	9	75.00%	3	25.00%
⊕ Forest House Medical	16	84.21%	3	15.79%
⊕ Kingsway Surgery	93	97.89%	2	2.11%
⊕ The Limes Medical Centre	74	97.37%	2	2.63%
<b>Total</b>	<b>192</b>	<b>95.05%</b>	<b>10</b>	<b>4.95%</b>



# BODY PART



We collect patient **body part** for educational purposes and training. The majority of appointments are for a patient's **Knee**



Body Part	Elbow	Foot / Ankle	Hip	Knee	Lumbar	Multi Joint Pain	Neck	Non MSK	Not Captured	Other	Shoulder	Thoracic	Wrist / Hand														
Surgery	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%													
⊕ Enderby Medical Centre			1	8.33%			2	16.67%	2	16.67%			1	8.33%			3	25.00%			3	25.00%					
⊕ Forest House Medical Centre			2	10.53%	1	5.26%	6	31.58%	2	10.53%			1	5.26%			1	5.26%			5	26.32%		1	5.26%		
⊕ Kingsway Surgery	3	3.16%	6	6.32%	6	6.32%	16	16.84%	26	27.37%	1	1.05%		5	5.26%	2	2.11%	6	6.32%	3	3.16%	12	12.63%	2	2.11%	7	7.37%
⊕ The Limes Medical Centre	3	3.95%	9	11.84%	12	15.79%	23	30.26%	6	7.89%			3	3.95%							12	15.79%	2	2.63%	6	7.89%	
<b>Total</b>	<b>6</b>	<b>2.97%</b>	<b>18</b>	<b>8.91%</b>	<b>19</b>	<b>9.41%</b>	<b>47</b>	<b>23.27%</b>	<b>36</b>	<b>17.82%</b>	<b>1</b>	<b>0.50%</b>	<b>10</b>	<b>4.95%</b>	<b>2</b>	<b>0.99%</b>	<b>10</b>	<b>4.95%</b>	<b>3</b>	<b>1.49%</b>	<b>32</b>	<b>15.84%</b>	<b>4</b>	<b>1.98%</b>	<b>14</b>	<b>6.93%</b>	



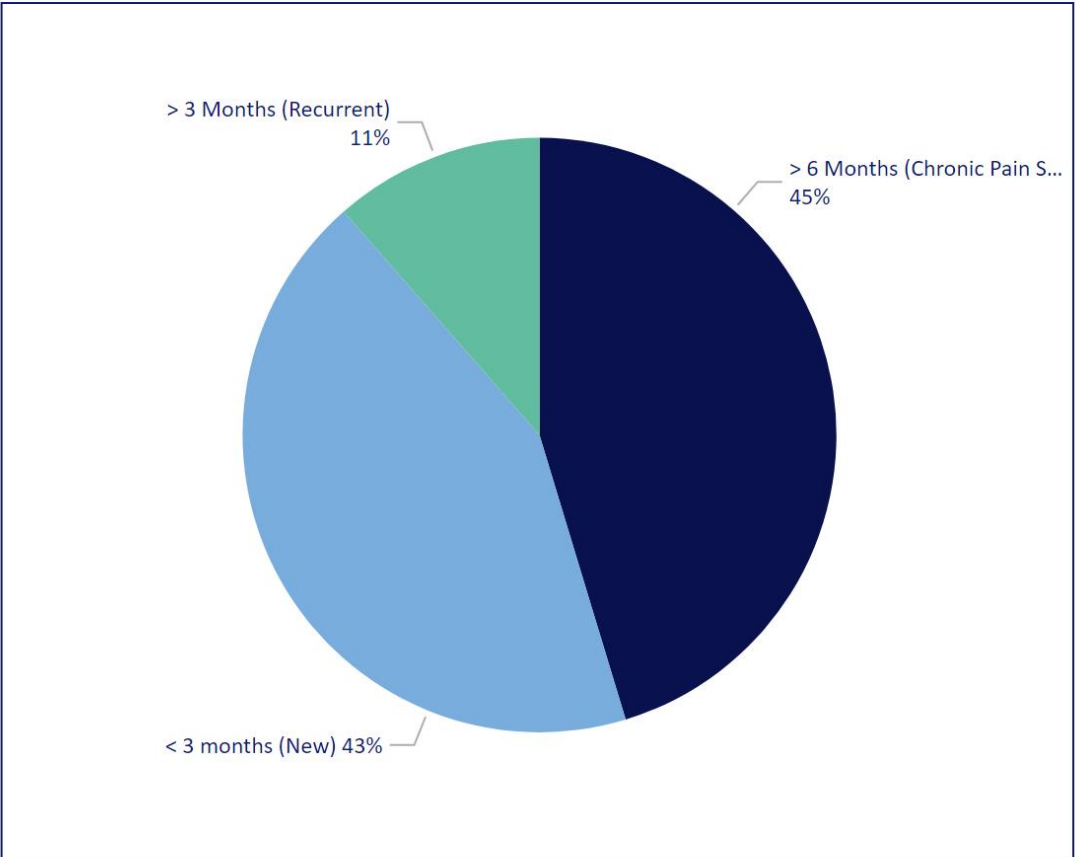
# CHRONICITY



We collect patient **chronicity** for educational purposes and training.

83

patients had a new condition (>3 months), this is equivalent to **43.2%**

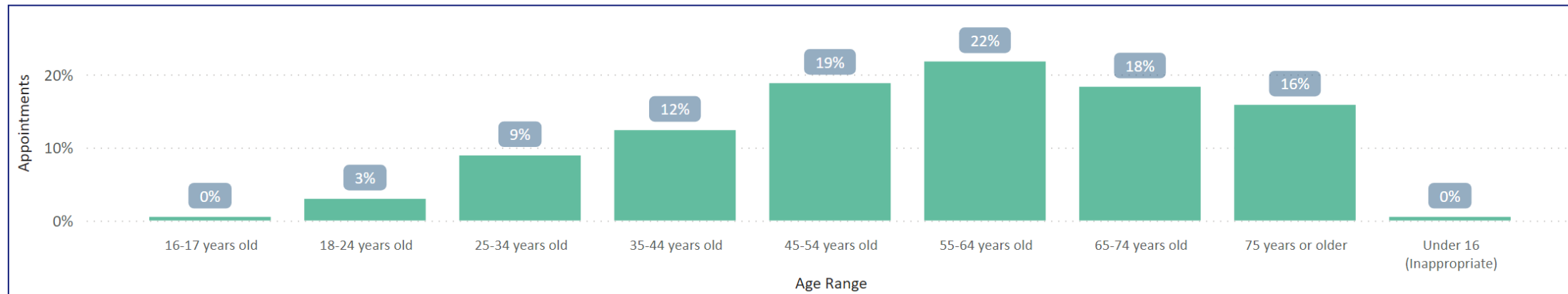


Surgery	Chronicity Month	< 3 months (New)		> 3 Months (Recurrent)		> 6 Months (Chronic Pain State)		Not Captured	
		Count	%	Count	%	Count	%	Count	%
+	Enderby Medical Centre	4	33.33%			5	41.67%	3	25.00%
+	Forest House Medical Centre	5	26.32%	3	15.79%	10	52.63%	1	5.26%
+	Kingsway Surgery	47	49.47%	5	5.26%	37	38.95%	6	6.32%
+	The Limes Medical Centre	27	35.53%	14	18.42%	35	46.05%		
	<b>Total</b>	<b>83</b>	<b>41.09%</b>	<b>22</b>	<b>10.89%</b>	<b>87</b>	<b>43.07%</b>	<b>10</b>	<b>4.95%</b>



# AGE

We collect patient **age** for educational purposes and training. **151** patients are over 45, this is equal to **74.8%**

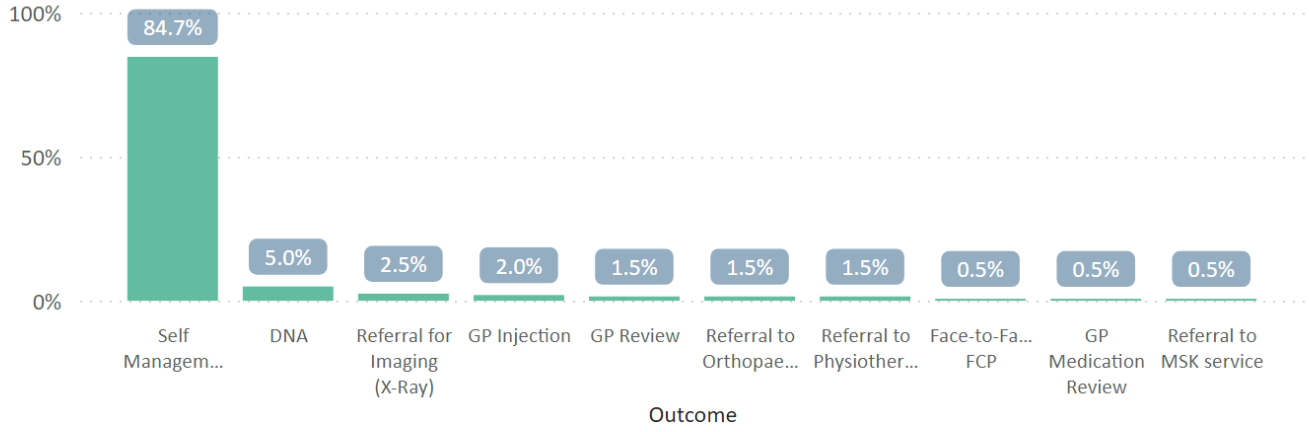


Surgery	Age Group Month	16-17 years old		18-24 years old		25-34 years old		35-44 years old		45-54 years old		55-64 years old		65-74 years old		75 years or older		Under 16 (Inappropriate)	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
⊕ Enderby Medical Centre				1	8.33%	1	8.33%	2	16.67%	3	25.00%	3	25.00%	1	8.33%	1	8.33%		
⊕ Forest House Medical Centre				1	5.26%	3	15.79%	1	5.26%	3	15.79%	1	5.26%	5	26.32%	5	26.32%		
⊕ Kingsway Surgery				1	1.05%	9	9.47%	15	15.79%	16	16.84%	22	23.16%	19	20.00%	12	12.63%	1	1.05%
⊕ The Limes Medical Centre		1	1.32%	3	3.95%	5	6.58%	7	9.21%	16	21.05%	18	23.68%	12	15.79%	14	18.42%		

# PRIMARY OUTCOMES



Top 10 Primary Outcomes



95.5% of patients referred were managed without the need for onward referral

95.5% of patients referred didn't require further GP care

98.0% of appointments did not have any secondary outcomes.

Self Management was the most common primary outcome.

Face-to-Face FCP was the least common primary outcome.

Surgery	Month	All Others		DNA		GP Injection		GP Medication Review		GP Review		Referral for Diagnostics (All imaging and blood tests)		Referral to Physiotherapy		Self Management	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
+	Enderby Medical Centre			3	25.00%											9	75.00%
+	Forest House Medical Centre			1	5.26%											18	94.74%
+	Kingsway Surgery	1	1.05%	6	6.32%			1	1.05%	2	2.11%	4	4.21%	2	2.11%	79	83.16%
+	The Limes Medical Centre	4	5.26%			4	5.26%			1	1.32%	1	1.32%	1	1.32%	65	85.53%
	<b>Total</b>	5	2.48%	10	4.95%	4	1.98%	1	0.50%	3	1.49%	5	2.48%	3	1.49%	171	84.65%



# FEEDBACK from HEE roadmap patient form.



1- Poor to Fair



2- Fair



3- Fair to Good



4- Good



5- Very Good



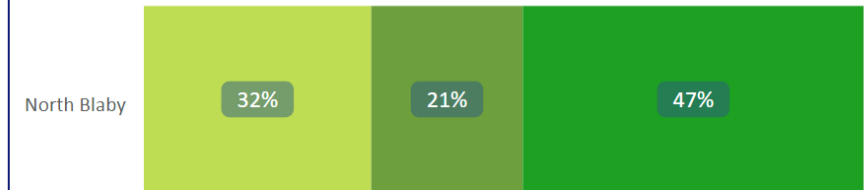
6- Excellent



7- Outstanding

PCN	Year Month Surgery	2024				Total	
		07 Jul		Total		Count	Avg
		Count	Avg	Count	Avg		
	Total	19	6.16	19	6.16	19	6.16
+	North Blaby	19	6.16	19	6.16	19	6.16

Average of Overall Score (Q11) Across PCNs and Surgeries



# FEEDBACK COMMENTS



1- Poor to Fair



2- Fair



3- Fair to Good



4- Good



5- Very Good



6- Excellent



7- Outstanding

PCN	Surgery	Feedback Date	Score	Clinician Name	Patient Comments
North Blaby	Kingsway Surgery	7/11/2024 2:55:23 PM	7.00	Rowell Nieuwenhoudt	Very polite, didn't make me feel old or embarrassed to ask odd or strange questions.
North Blaby	Forest House Medical Centre	7/13/2024 9:28:51 PM	7.00	Muhammad Ramzan	Very well explained & very well mannered
North Blaby	The Limes Medical Centre	7/12/2024 9:38:46 AM	6.00	Rowell Nieuwenhoudt	My appointment today was done with excellent politeness and made me feel that my conditions being looked into unfortunately it is the final result that is important which I will be waiting patiently to receive I really appreciate the manner in which the assessment was carried out which gave me confident in the person that was doing the assessment if possible I would like to say thank you to him for the manner in which I was treated
North Blaby	Forest House Medical Centre	7/20/2024 2:38:03 PM	6.00	Muhammad Ramzan	The FCP was very helpful and reassuring but because of my slight deafness and his strong accent, I found it difficult to follow everything he said
North Blaby	The Limes Medical Centre	7/6/2024 2:49:19 PM	5.00	Muhammad Ramzan	Unable to download exercise on my phone.
North Blaby	Enderby Medical Centre	7/21/2024 10:52:23 AM	5.00	Muhammad Ramzan	Very good session , although I was under the impression from my GP that I would get some form of physical physio