

Court Thorn Surgery

PPG MEETING MAR 2026



Court Thorn Surgery
Caring For Our Community

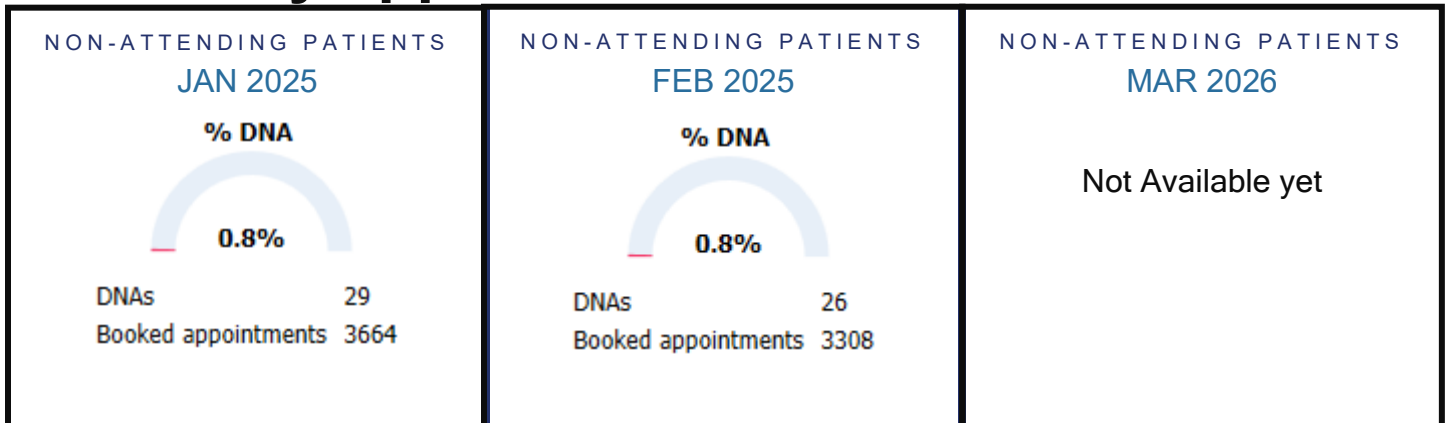
How many patients have we helped?

Total number of booked appointments in **Jan** - **3664**

Total number of booked appointments in **Feb** - **3308**

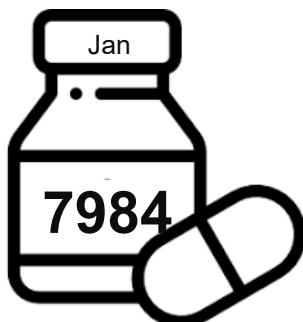
Total number of booked appointments in Mar – Not available yet

How many appointments have been wasted?

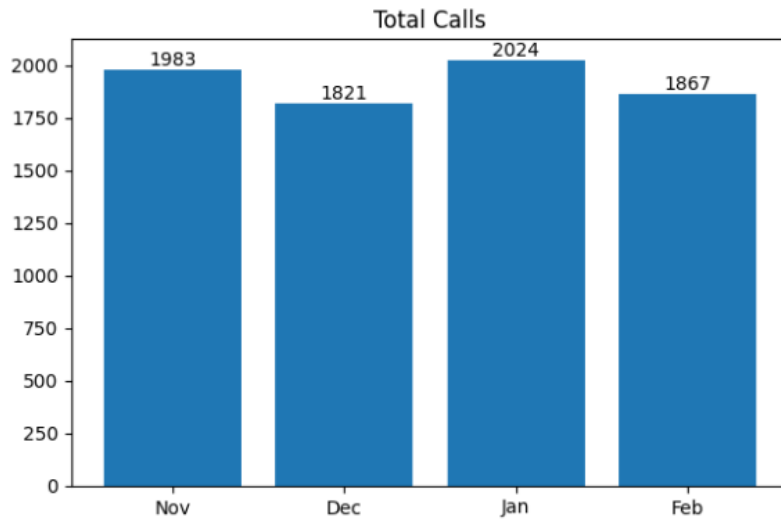


NHS Data shows North Cumbria's average in 2025 is around 7-8%

Total prescriptions processed

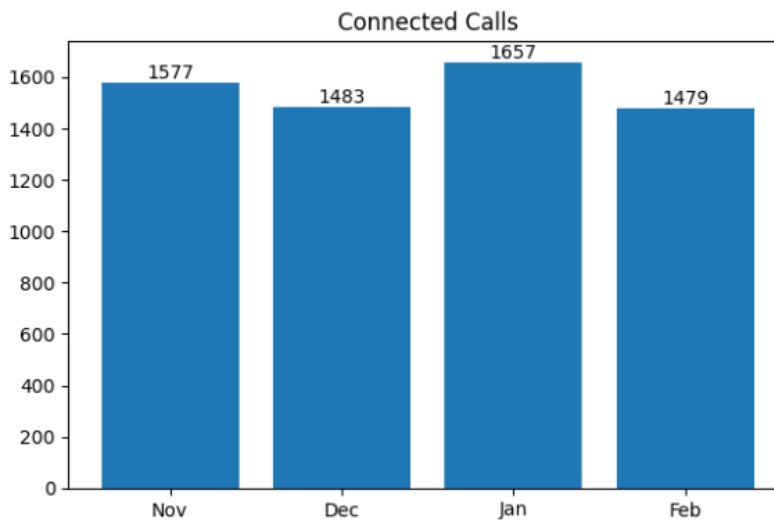


How has the incoming call volume been?



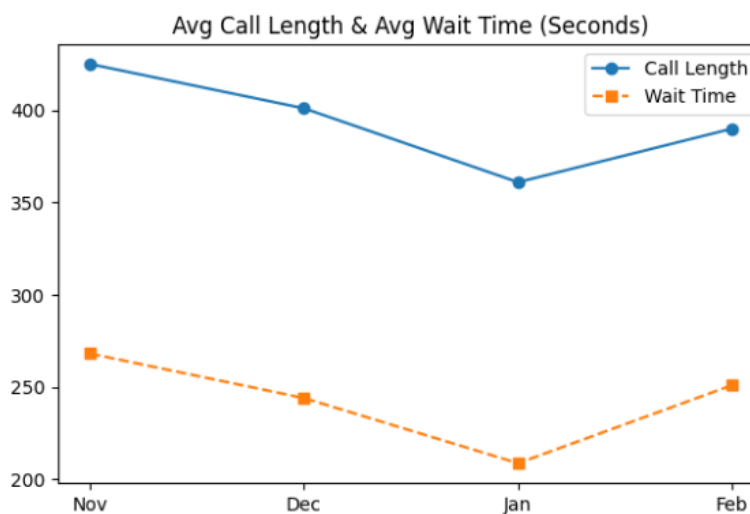
Across the four-month period, total inbound call volume shows a **steady downward trend**:

- There was a brief rise in January, but overall activity dipped by February. This suggests **reduced demand** or **seasonal variation**, with February ending lower than November.



Connected calls follow the same general pattern as total calls:

- Connection rates held reasonably strong, but February saw a drop. This indicates that **reduced total calls—not operational issues—are driving the lower connected totals**.



There is a **consistent reduction in call duration**, with January showing the biggest improvement.

Shorter calls likely indicate:

- More efficient call handling
- Clear issue resolution

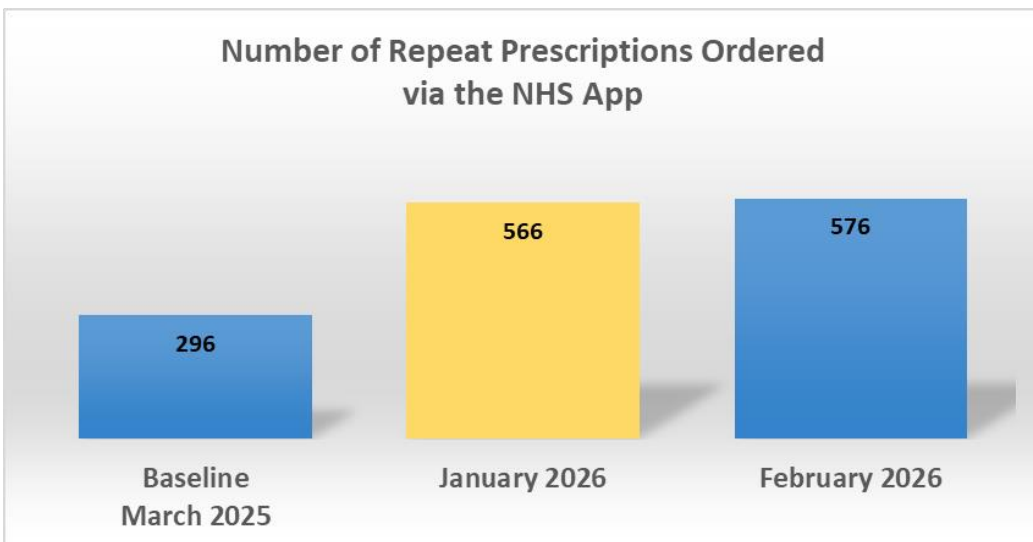
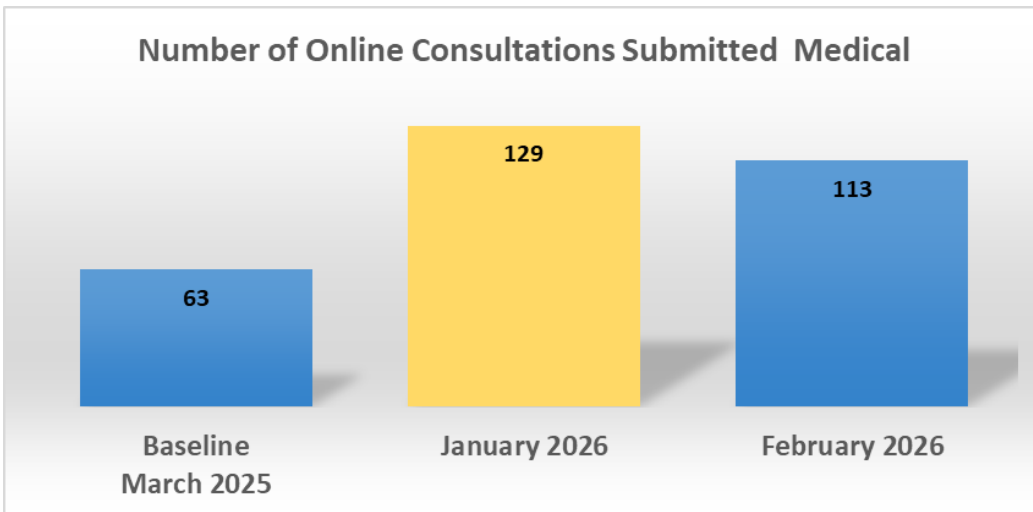
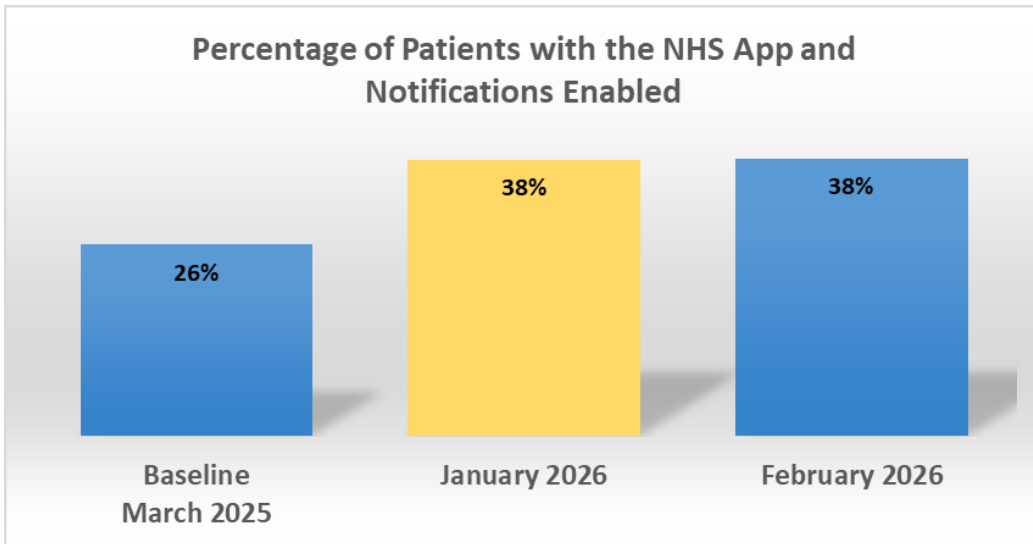
Wait times dropped sharply into January—the **best performing month**—but rose again in February.

4:28 → 4:04 → 3:29 → 4:11

This small rise may reflect:

- Reduced staff availability

Alternative Channels Performance



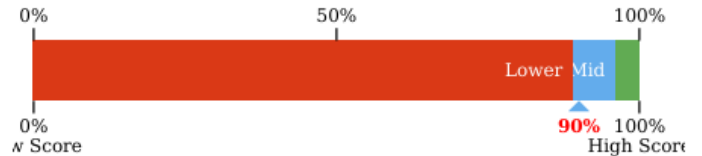


Jan
2026

50 Responses

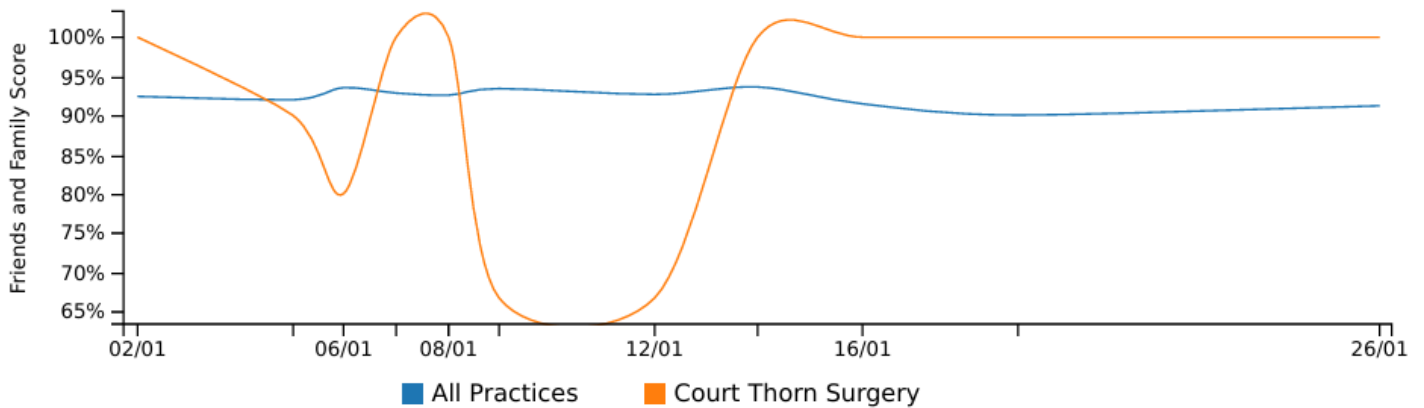
Practice Score: 'Recommended' Rank

Your Score: 90%
Percentile Rank: 35TH



- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
- 2. Score calculated as per NHS requirements. See scoring guidance section.
- 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 35th percentile means your practice scored above 35% of all practices.

Practice Score: 'Recommended' Comparison



- Notes: 1. Practice score comparison of 'recommended' scores only.
- 2. Score calculated as per NHS requirements. See scoring guidance section.

Summary Scores

👍 90% 👎 2% ➡️ 8%

Recommended

- ✓ Excellent service, very good
- ✓ *Doctor Jenny McIntire is the most pleasant and knowledgeable doctor I've ever had.*
- ✓ Excellent care and professional attention
- ✓ *Speedy, friendly and painless blood taken*
- ✓ First class service as always
- ✓ *Nice staff and informative, got into appointment on time*
- ✓ Very professional but friendly approach. Time to listen and care about matters raised. Showed understanding of a broad range of circumstances.
- ✓ *I checked in automatically waited a short time and had a very good blood test appointment with Nurse Sue*
- ✓ Very helpful
- ✓ *Very good experience staff service there give me helpful staff*
- ✓ Nicola is very good at what she does and helped me with my asthma today
- ✓ *First class service*
- ✓ Personal attention
- ✓ *Lovely lady. Well informed.*
- ✓ Nicola is very kind and thoughtful. Also the lady who I saw at the pharmacy was very helpful.
- ✓ *The doctor was very polite and very thorough, I couldn't of asked for more*
- ✓ I was seen on time and the nurse offered a warm welcome and was very pleasant to me during my appointment.
- ✓ *Professional, polite and most importantly caring staff.*
- ✓ GP was very helpful, listened to my concerns and planned the next phase forward with me
- ✓ *My appointment was prompt and on time. Nicola White was professional and personable. She was able to answer my questions and was very helpful.*
- ✓ If it was bad I would have said so.
- ✓ *The nurse listened and was friendly. Did not patronise!! Did not say I was too old*
- ✓ Prompt service, on time & painless treatment
- ✓ *Friendly and put me at ease*
- ✓ Appointment made easily. GP thorough and kind. Overall good service.
- ✓ *GP...followed up previously identified condition and medication*
- ✓ As always Dr Macintyre answered my questions, prepared to listen and made me feel I mattered.
- ✓ *Really positive, friendly service*
- ✓ Friendly staff, time taken to explain issues and medication.
- ✓ *Because no time wasting doctor had a remedy for my painful knee. and it works .*
- ✓ The nurse really nice spoke to me all the time gave me advice when ask her a question
- ✓ *The nurse I saw today was very caring*
- ✓ Fitted me in for an appointment at short notice and the nurse was friendly and professional

Not Recommended

Passive

- ✓ *Even though there are details of recently being diagnosed with leukaemia, the service does not feel personlised.*
- ✓ *Long wait on telephone to make appointment, just a lack of personal service*
- ✓ *Improvement are there to be made*



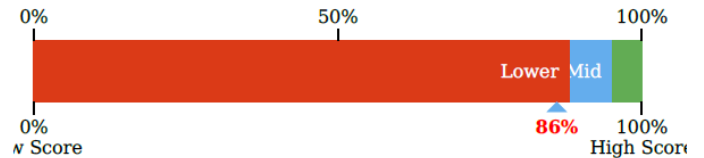
Feb

2026

50 Responses

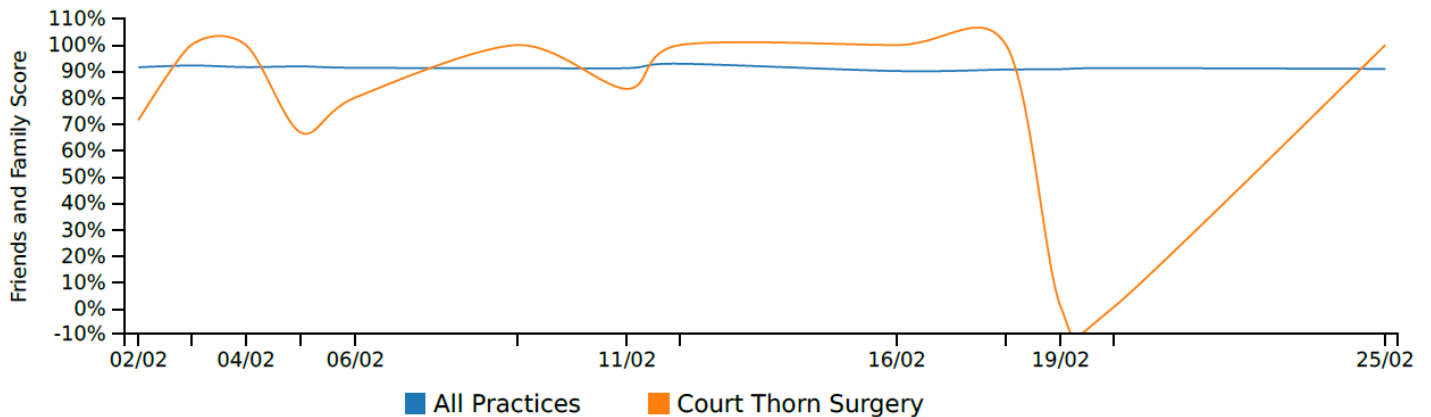
Practice Score: 'Recommended' Rank

Your Score: 86%
Percentile Rank: 20TH



- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 20th percentile means your practice scored above 20% of all practices.

Practice Score: 'Recommended' Comparison



- Notes: 1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Summary Scores

👍 86% 👎 10% 🗑️ 4%

Recommended

- ✓ The nurse was professional and friendly, put me at ease and clearly works hard. The receptionist was pleasant and booked me an appointment quickly without delay. Thank you
- ✓ *As always, I received excellent care and advice.*
- ✓ Feels very personal to myself, efficient, provided relevant answers not placated, reassured. Its the people. Hope that makes some kind of sense
- ✓ *Good care but appointment was over half an hour late.*
- ✓ Dr Johnson was incredibly helpful and friendly during the consultation. She explained reasons for the tests conducted and the onward secondary care referral. Overall and excellent experience.
- ✓ *The trainee doctor was fantastic. Her attitude towards me the patient was great*
- ✓ Good care and attention. And explanation
- ✓ *Kept to time, friendly staff, informed me why tests were being done and what testing for*
- ✓ They care and look after the patients. Take time to listen too.
- ✓ *Seen quickly and thoroughly. Didn't have to come back for a follow up for bloods.*
- ✓ Suzanne was lovely and thorough even though there were problems she maintained professional throughout
- ✓ *Very good service and friendly and helpful staff*
- ✓ Good intro, listened, understood and knowledgeable about my problems. Gave information and referred for appropriated next step investigations. All on time 5*
- ✓ *Very good service and lovely staff xxx*
- ✓ A very good face to face chat with my GP.
- ✓ *Good service, polite, informative.*
- ✓ Everyone is very helpful. Dr mcintyre especially, reception and dispensary have been so helpful today when I have struggled to get certain infant formula.
- ✓ *I was happy with my experience and care today*
- ✓ Very supportive and helpful
- ✓ *My appointment was dealt with in a reassuring & informative manner.*
- ✓ Very professional and put me at ease
- ✓ *Excellent service by doctor*
- ✓ Very friendly, helpful and efficient.
- ✓ *Nurse was friendly and professional*
- ✓ All the nurses, doctors and pharmacist staff are great
- ✓ *I got a very prompt appointment and very thorough examination*
- ✓ Check in easy short wait nurse gave me time
- ✓ *The apptmt was on time. The GP, although young, listened and came up with good suggestions of a way forward.*
- ✓ Great service, it would have given '1' but I accidentally pressed '2' !
- ✓ *Appointment on time and nurse was very professional and kind*
- ✓ 1-very good
- ✓ *Really supportive*

Not Recommended

- ✓ Trainee Doctor I saw was very thorough and recommended referral which I was happy with. Supervising GP did not refer, advised self help I had already tried unsuccessfully then prescribed an ear drop (available over the counter also). The appointment took 30 mins, after waiting a further 30 mins for the prescription not to come through from the dispensary I had to leave for another appointment. Sorry, Court Thorne, underwhelming.
- ✓ *The doctor did not familiarise himself with my medical history. Therefore the support given was lacking, he recommended I stay on my medication that is not working! After I expressed I was not happy with this only then he explored other options after I told him about one of my recent neurology referrals*
- ✓ I wasn't listened to by the trainee GP or the senior GP she consulted with, and was basically dismissed, with no resolution to the pain I am in.

Passive

- ✓ Been coming with same issue for over 2 years just do not seem interested into getting to the bottom of my pain I am in
- ✓ *I attended with my husband who the appointment was for. Questions were asked, chest checked, doctor was pleasant, waiting for test results which husband pre-empted by taking sample to appointment. The doctor had to refer to an unknown third person at the practice twice (?), and no interim advice given to possibly help symptoms, or initial thoughts/findings from seeing my husband on the day. Other than to continue on an antibiotic (prescribed on very recent trip abroad), which was clearly not working. We will hopefully get test results very soon.*

What else are we being told



[Redacted name]

Local Guide • 39 reviews • 56 photos



2 weeks ago

NEW

A wonderful practice with great staff.



Court Thorn Surgery

Owner

2 weeks ago

Thank you for taking the time to leave us a 5-star review! We're delighted to hear that you feel our practice and team are wonderful. Your kind words mean a great deal to everyone here. If we can support you in any way in the future, we're always happy to help.

Warm regards,
Court Thorn Surgery

What progress have we made since our last check-in.....

- **DNA's v Late Attendance Seen**

Appointment knock-on delays – pushes back entire clinic
Impact on staff stress & capacity – risk of mistakes by increase in cognitive load and admn staff absorbe patients frustrations
Reduced access for other patients – fewer ad-hoc, urgent or catch-up appointments
Distortion of DNA and demand data – masking of true scale of attendance creatnig hidden demand and misleading capacity assumptions.

Actions:

- Addition of late arrival messaging to appointment confirmations, practice website and waiting room screen/boards.
- Impliment a clearer “Late Arrival Policy”.
- Introduce a separate SNOMED code for late arrivals to allow for analysis of trending.

- **Charity Event**

We are pleased to conform that the total money raised for the jointcharity fundraising is £1139.50. As agreed this will be split between the PPG Charity and McMillan. Thank you to everyone that supported and contributed to the event.

- **Staff Changes**

It is with great sadness that we inform you that our Practice Nurse Elaine has decided to step away from her role following a recent family bereavement. This has been an incredibly difficult time for her, and as a practice we fully support her decision to prioritise her family and personal wellbeing.
We also wanted to update you that the recruitment process for a new Practice Nurse is progressing well, and we have now moved into the interview stage. We are encouraged by the level of interest and are hopeful that this will allow us to find the right person to join our team and continue providing high-quality care for our patients.

- **Estate Improvements**

We have installed an updated CCTV surveillance system within the practice, which now includes audio recording at the reception desks . This enhancement is being introduced to improve safety, support incident resolution, and ensure a secure environment for both patients and staff. All recordings are managed in line with data protection requirements, and appropriate signage has be displayed to ensure everyone is fully informed.
New blinds have been installed in all consultation and treatment rooms to enhance privacy and maintain a more professional clinical environment. These blinds help ensure that sensitive conversations and examinations remain fully confidential, supporting a more comfortable and discreet experience for patients.
We have introduced 4 new home blood pressure monitoring kits for patients, now available with a selection of alternative cuff sizes to ensure accurate readings for all

arm shapes and sizes. This improvement supports more reliable home monitoring, helps patients better manage their cardiovascular health, and ensures that recordings taken outside the practice are both comfortable and clinically dependable.

The practice is awaiting delivery of **three new treatment couches**, which will replace older models that have become outdated and less functional over time. The upgraded couches are designed to offer improved comfort, better support during clinical procedures, and a more modern, professional environment for patients and clinicians. Once installed, they will enhance the overall quality, safety, and usability of the treatment rooms.

With support from an appointed architect, the practice is exploring a full redevelopment of all clinical and treatment rooms to bring them up to modern CQC-compliant standards. The proposed improvements include compliant flooring, clinical-grade sinks, and updated medical storage solutions to enhance safety, hygiene, and workflow throughout the building. If suitable grant funding can be secured, this project would enable a significant upgrade of the current environment, creating a more functional, efficient and patient-centred clinical space for the long term. We would hope this project could happen within the next 12mths.

- **Branding Upgrade**

A new practice logo has been launched to bring a refreshed and more professional feel to our branding. Designed in-house by our team, the logo incorporates elements that reflect the heritage and surroundings of Court Thorn: the tree symbolising growth and continuity, its seasonal colours representing our commitment to caring for the community throughout the year and through all stages of life, the Cumbrian fells that frame our local landscape, and the blue hands that echo the care and support of the NHS. Together, these elements create a modern identity that remains rooted in our values and our place within the community.



Court Thorn Surgery
Caring For Our Community

PPG Q&A

a. Equipment purchased that is not in use

Thank you for raising this. The ear, nose and throat equipment purchased by the Patient Participation Group has now been repurposed within the practice. The equipment is currently being used by Dr Anderson during minor surgery procedures, ensuring it is put to effective clinical use.

The optical lenses supplied with the equipment are specifically made to match Dr Anderson's prescription, which makes them unsuitable for resale or transfer to another clinician.

The associated pump has been offered as a backup device through our ear, nose and throat specialist contacts. However, there has been no uptake so far, and we will continue to offer it where appropriate.

b. If X-rays or magnetic resonance scans are requested by hospital specialists, can these be carried out by the Primary Care Network Hubs?

The Primary Care Network Hubs do not have facilities to carry out imaging such as X-rays, magnetic resonance scans or computed tomography scans. These investigations must continue to be performed by hospital radiology departments. If a hospital specialist requests imaging, they will arrange this directly or advise the patient on how to access the service.

c. If Hubs carry out blood tests through the electronic ordering system, hospital specialists cannot always access them. Is there a safeguard to ensure results are available to primary care?

In summary, when a hospital specialist requests a blood test, they are responsible for reviewing the results and updating the patient. However, to keep patients safe, all blood test results taken at the Hubs are also sent automatically to the patient's registered general practice.

This means Court Thorn Surgery always has access to the results, even when the hospital ordered the test. If the hospital team is unable to view the result on their system, the practice can share it with them directly.

If a result comes back with something concerning, the general practice can contact the patient or highlight the issue to the hospital, ensuring that important results are not missed.

d. Are all hospital and general practice investigations and letters uploaded to the National Health Service website for patient access?

Most general practice letters, test results, and documents are available to patients through the NHS App or other online services. Hospital documents are increasingly being shared digitally, but availability still varies between departments and services. Patients may also see correspondence within the app before it has been received by their GP practice.

According to primary–secondary care interface standards:

- The **secondary-care clinician** remains responsible for communicating test results, medication changes, and follow-up requirements arising from their care.
 - They must ensure timely, clear communication with primary care.
-

e. If Court Thorn Surgery provides a patient's care, would the patient be referred to a Hub for medication?

No - The North Cumbria Hubs are commissioned to provide secondary-care support for blood tests and wound care only.

They do not provide medication reviews, medication initiation, prescribing, or medicine management services.

f. Could patients taking long-term medication, such as hormone replacement therapy, receive a six-month prescription to reduce workload for the dispensary?

Dispensing practices are generally cautious about issuing 6-month prescriptions because many long-term medications require regular safety monitoring, and dispensing large quantities increases the risk of medicines waste, stock shortages, and supply chain issues. National guidance encourages shorter prescriptions for safety and cost-effectiveness. For these reasons, a 6-month supply would not usually reduce dispensary workload and may create additional pressures, so it is not routinely offered.

g. Prostate-specific antigen screening – can patients registered at Court Thorn Surgery access this?

Yes – although there is currently no national prostate cancer screening programme, Court Thorn Surgery will always support patients who have concerns by offering appropriate PSA testing when indicated. Patients registered with the practice can request a prostate-specific antigen (PSA) blood test where it is clinically appropriate—this may include those with symptoms, those undergoing monitoring, individuals with personal risk factors such as a **family history of prostate cancer**, or patients who wish to discuss screening as part of an informed decision-making process. A clinician will explain the benefits, risks, and limitations of PSA testing and help the patient decide whether the test is suitable before arranging it.

h. Concern about patients being discharged too early from community physiotherapy – can Court Thorn Surgery intervene?

If a patient feels they have been discharged too early from community physiotherapy, the first step is to discuss this directly with the physiotherapist to understand the reasons behind their decision and whether further treatment is appropriate. If, after speaking with the physiotherapy team, the patient still has concerns, Court Thorn Surgery can review the situation and provide additional clinical input where needed.