

Medway CCG - Update on Podiatry Service (MCH) February 2013.

NHS Medway Clinical Commissioning Group has been working with MCH to monitor the improvements to the Podiatry service. The most recent report in February provides an update to previous discussions:

- The main area of improvement was focused on upgrading the telephone system to provide patients and staff with improved access to booking team. This has not moved forward as MCH had hoped it would and has now been escalated; if unsuccessful then MCH will look to invest outside of the current procurement process.
- The current average waiting times was 8 weeks in December however due to the Christmas break, sick leave and maternity leave this has increased over the past 6 weeks and new patients are currently waiting up to 16 weeks.
- In February MCH have recruited two Podiatrists who will have completed their induction are now fully operational (end of February). MCH have also recruited another senior Podiatrist (not yet commenced) and in addition have commenced a zero hour contract with another member of staff. It is anticipated that these staffing changes will significantly impact on the current waiting times.
- MCH have created an appointment supervisor position who operates a call back system for patients waiting, utilising cancellations as they become available. This post also reviews across clinics availability of appointments and will offer earlier appointments at other sites to reduce the waiting times for patients. Some patients will choose to wait for an appointment at their preferred venue. The appointment supervisor is also pulling in additional staffing wherever possible and reviewing the clinicians' timetables to increase capacity.
- MCH are currently reviewing capacity and looking at additional clinic venues as part of this. The CCG will receive an update regarding this next month.
- MCH continue to actively manage discharges where a clinically appropriate and to redirect patients who need toe nail clipping but who do not have a clinical need. This will include diabetic patients who are clinically stable. Both of these actions are not popular with users but are necessary for the service to meet demand and contracted activity in line with the service commissioned by the CCG.
- Further dialogue will take place with the pensioner's forum to pick up unresolved issues identified to the OSC in February. MCH will take this forward and update the CCG as part of the next update and review on progress.

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