Patient Participation Group (PPG) meeting – 9th July 2019

The Did Not Attend (DNA) data was reviewed; both the trends over the last 2.5 years and data specifically for the last 3 months. Although costly to the practice, it was agreed that we would continue to send out letters to those patients who missed their appointments and continue to review the data at each of our meetings. The wording of the letter will be amended to request patients provide or confirm their mobile phone numbers (if they have one) so text reminders about appointments can be sent.

In line with the new GP contract from NHS England, the Primary Care Networks (PCNs) have now been approved effective from 1st July 2019. Broad Lane is in a network with Park Road surgery in Teddington and Hampton Medical Centre. Dr Adhikari is the Clinical Director for the Hampton PCN.  Under the PCN contract, the extended hours for Broad Lane have changed. Extended hours services are now available between 7am and 8am on Tuesday and Wednesday mornings. Doctor and Phlebotomy appointments are available for pre-booking.

The 6 South West London CCGs are proposing to merge into one CCG from 1st April 2020. The driver for this proposal is to reduce the running costs of the CCGs with an aspiration of moving any savings into front-line services. Engagement and consultation activities are underway and the GP membership will be asked to vote on this proposal in the next few weeks.

Edition 9 of the newsletter has been published and is available on the website or in hard copy form at the surgery. Edition 10 will be published at the end of the year.

The PPG members received a copy of the latest business plan for the surgery. It is hoped that a short section on the vision for the practice will be included in the next newsletter.

The practice has received numerous compliments and four complaints since the last meeting. There have also been four instances of unacceptable patient behaviour.

Next meeting – October 2019