



PPG Membership

The PPG is open to all patients at the Medical Centre aged over 16. If you feel you could contribute to the development of the PPG, come and join us by filling in the registration form on either practice website and press the submit button.



Feedback

We would like to hear your feedback as we seek to improve. Any thoughts or comments can be left with a note at KBMC. Thank you.



A Warm Welcome

A very warm welcome to the first newsletter of Kingsway and Bramingham Medical Centre [KBMC] Patient Participation Group [PPG]. I trust you are aware that Kingsway and Bramingham Medical Practices have joined together under ELFT [East London Foundation Trust] to become one Practice.

The PPG is a team of patients at KBMC who volunteer their free time to support and work with the Practice to help meet the needs of patients. The PPG Newsletter aims to keep patients informed about the latest healthcare initiatives, updates on services at our practice, and valuable health tips. It is circulated 4 times per year to ensure timely and relevant communication with our patient community.

The PPG members have no access to patient medical records as all patient matters are confidential to KBMC. We do not meet to discuss any personal medical issues and any such concerns should be addressed to the Practice Manager, Our current Chair is Mr. Eddie Bermingham, and the Deputy Chair is Mr John Breen. They can be contacted by leaving a message at KBMC.

We had one full meeting on February 8th, 2024, and the minutes are posted on the PPG noticeboards.

DNA (Did not attend)

There is concern that many patients are not attending appointments, thus depriving other patients of appointments and disrupting the work of the doctors and nurses. If you cannot attend an appointment, please inform KBMC as soon as possible.

Sharing Ideas

The PPG are seeking ideas from patients to develop PPG activities and initiatives and to seek the use the many skills patients possess. In the first instance leave a message with your contact details at KBMC and we will get back to you.

Phone System

With almost 20,000 patients at the new practice, phone calls are currently received at the two sites of Kingsway and Bramingham. Please note the busy time for phone calls is between 08.00 and 10.30 every weekday. Patients requiring test result feedback or non-urgent appointments such as medication reviews should phone when the office pressure is reduced after 11.00 to allow urgent early morning patients better access.

Currently there is an option when you phone and you're prompted to press 1 for Kingsway or 2 for Bramingham. Please hear the message to press the correct button. We are looking at a more succinct, synchronised, phone messaging system, in order that patients can access our medical services more promptly than at present.

Online Appointments

Patients can now book GP appointments online for both in-person and phone consultations. The PPG is focussing on increasing accessibility by suggesting same day online bookings and aiming for 80% of our face-to-face appointments to be available online, enhancing the ease and immediacy of accessing healthcare services.

Website

We are pleased to announce the development of a new unified website. This will merge our current two websites under a single username. While we are working diligently on this integration, please note that the process may take some time. The target is to have the new, merged website fully operational by April 8th.