



Welcome

Welcome to our second PPG newsletter. The newsletter reflects some of the challenges the PPG are striving to better. The newsletter will appear on the Practice website along with other PPG information. The first newsletter is currently on the PPG notice board at both Practice sites.

DNA (Did not attend)

People who do not attend appointments [DNA], deprive other patients of the opportunity of taking these appointments. We mentioned this in the last newsletter, but the DNAs are currently still far too high at the Practice. The PPG would encourage all patients unable to attend an appointment to cancel it on the phone system or call in to cancel.

SystmOnline

The PPG have been reassured that systmonline as promoted by the old Practices at Kingsway and Bramingham will still be in operation at the new Practice. Thus, patients can still order repeat prescriptions via the systmonline website as well as book online appointments. Online appointments are released from midnight a week before the appointment takes place and are usually taken up before the Practice opens at 08.00.

Website

We mentioned that the new website will be up and running soon. It is vitally important that we have a unique website in place as soon as possible. We do realise that this has taken some time. However, we are aware ELFT are working to hard to implement this as soon as possible.

Appointments

We are pleased to announce that there are now 80% face to face appointments with 20% telephone triage.

Phone System

Currently there are two different messages on the phone system. One at the Kingsway site gives the patients 6 options, while at the Bramingham site there are only 5 options. The PPG have requested that the phone messaging be synchronised with 6 options. The first option at the Kingsway site is to cancel an appointment. This will be done once your details are entered thus freeing up an appointment for another patient. There is no such option at the Bramingham site and patients will need to contact the surgery. The PPG will be pursuing this as a matter of urgency.

Practice Project

The Practice is involved in a project in the local community which should greatly benefit patients. The project looks to tackle reducing inequalities and unequal access to healthcare services for patients with limited literacy and diverse language backgrounds. Within initial stages of the project, data has been looked at to see the main spoken language of patients and identifying gaps in the data so this could be addressed. Using this data the project group would like to develop communications in different languages to support preventative measures in three areas – diabetes, childhood vaccination and cervical screening. Our PPG input to the project is supporting outreach efforts into the community along with Lead GP Dr. Alikhan.

Enhanced Access

If there are no available appointments at either Kingsway or Bramingham sites then the Practice should offer you an enhanced access appointment at Medici Medical Centre if there are any available. This covers GP and nurse appointments. If they don't mention enhanced access, then ask whether these appointments are available. Medici Medical Centre is open Monday to Friday 18.30 to 20.30 and Saturdays 09.00 to 17.00



East London Foundation Trust (ELFT)

The PPG sincerely want a dedicated relationship with ELFT who now control Kingsway and Bramingham Medical Centre. We have requested that ELFT follow through towards engaging a permanent clinician team to improve GP and patient relationships. Continuity with our patients and clinicians is a vital benefit to all. We would hope over a reasonable time ELFT would move towards making our request a reality. The PPG asked also that they engage a female GP at the Bramingham site as soon as possible.