

# St John's Wood Medical Practice & PPG

## Summer Newsletter 2024

### Practice News & Information

☺ Welcome to our new receptionists: Abigail Kankam, Abidur Rahman, Jade Duggan and Yusra Mohamed

☹ A fond farewell to our receptionist Kieran Dolan. All the best from the team at St John's Wood!!

### What has your Patient Participation Group (PPG) been doing?

We are a group of patients who meet every 3 months in person and online. Our next meeting will be in July 2024. Our aim is to support this very busy practice by offering patient feedback about the many services on offer.

Below summary of the activities of the PPG

- Attended a social event at the start of December. We enjoyed it!
- Reviewed & summarised anonymised patient comments received by the Practice over the last 8 months. This feedback informs PPG discussions and actions.
- Implemented successful new ideas for hybrid meetings (in person and online) using 'Owl' technology at our GP Federation premises in Paddington.
- Collaborated in development of content and migration to new website
- Produce Patient Newsletters in partnership with the Practice.
- Planning future Patient events including an Open Evening in October and 'Ask the Practice Manager anything'

If you are interested in joining the PPG to discuss matters which affect all patients, then please contact Michelle McDonagh, Clinical Coordinator Manager, via Reception or e-mail [sjwmp.ppg@nhs.net](mailto:sjwmp.ppg@nhs.net).

**Save the date – 16<sup>th</sup> October 18.30 – 19.30**  
**Patient Open Evening.**  
**More details to follow**

### Check out our new updated Website

Our website has had a makeover!!

<https://stjohnswood.nhs.uk/>

Our surgery has been among the first in London to move to a new, easy to navigate website, where you access quickly and easily all the information that you need to manage your health.

- About the surgery and the staff
- How to register
- How to make an appointment
- Different ways to contact your GP
- How to use online services available to you
- Ordering repeat prescriptions
- GP services and clinics
- Accessing your health records
- Patient Participation Group Minutes
- ...and lots of other useful information

We hope you find the new website useful, informative and above all, easy to use.

### New Improved Phone System

In the beginning of June, we switched to a new and more efficient phone system.

The new system will offer the following benefits:

- Tell you where you are in the queue
- Offer you a call back without you losing your place in the queue so that you no longer will have to wait on the line
- Ability to add extra operators to answer calls at peak times, thereby avoiding excessive wait times
- Ability to cancel appointments more easily – though this facility will not be available until later in the year

### Patients who live Outside our Area

To register as an NHS patient, you must be living within our practice boundary area. Check map on website.

If you do not live within the boundary, you may be eligible to be an **Out of Area (OOA) patient**.

Not all patients are suitable to be an OOA patients as you would not be entitled to Home Visits and certain referrals which may not be in your best interest.

For further information on becoming an OOA patient, please check 'Registering' tab on website.

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### Patient Feedback

In May, the PPG group analysed approximately 620 anonymized survey responses spanning from August 2023 – March 2024.

- **Nearly all patients were overwhelmingly positive** about their experience of the service from the surgery with ratings ranging from 91% - 99%

Satisfaction across all the different elements of the service was generally high:

- Appointment booking service 85% - 93%
- Check-in Process 79% - 91%
- Receptionist experience 83% – 85%
- Waiting time before being taken into examination room 74% - 89%

Many patient comments reflect the high satisfaction rates with doctors, nurses and healthcare assistants:

*"I couldn't ask for better attention, I am so grateful to the surgery. I was in a difficult situation medically; the receptionist was very understanding and organised a rapid appointment and the problem was attended to rapidly and effectively by the nurse. This was excellent healthcare."*

*"Fantastic service. Online exchange followed by phone call, appointment and same day referral. Follow up texts from doctor to make sure everything ok. Brilliant NHS. I wish everyone could have this experience."*

There were a few areas highlighted for improvement, e.g.:

- A few people continue to find it hard to use Patches or are unable to use the internet. However, many others like the rapid response from the surgery which follows a Patches referral.
- Some people find it hard to access follow up for blood test or other test results and need support.
- A few people have significant mental health issues and would like greater support.

Based on the above findings, the PPG have developed an action plan that they will work on with the surgery during the remainder of 2024. The Action Plan will be posted up on the notice board and website in due course.

### PATCHS

**PATCHS**, is a secure on-line, simple and flexible way for patients and their carers to contact the practice.

**The PATCHS service is available to patients from 08.00 – 18.30 Monday -Friday.** This is to ensure that all enquiries to PATCHS are rapidly attended to.

There are multiple benefits for both patients and the practice by using **PATCHS**:

#### For patients

- 4 simple questions - approximately 5 mins.
- Quick response – target is within 2 hours.

#### For practice

- Surgery ability to quickly process requests and take appropriate action.
- Reduced pressure on phones.

Feedback from patients using the system has been overwhelmingly positive.

Since the launch **50% of patients** at St John's Wood registered for **PATCHS**. The number of people using PATCHS has increased 12% since our last newsletter. This is great news as it helps improve speed of response to patients and improves efficiency at the surgery. **Please continue to use PATCHS where you can.** You can register any time by visiting [www.stjohnswood.nhs.uk](http://www.stjohnswood.nhs.uk) and clicking on the PATCHS logo.

### Spring Boosters and Shingles Vaccine

#### Spring Booster

Eligible patients for the spring booster programme will be contacted direct by NHS.

#### Shingles Vaccine

Shingles is a common condition that causes a painful rash. It can sometimes lead to serious problems such as long-lasting pain, hearing loss or blindness.

The shingles vaccine helps protect against shingles. It's recommended for all adults turning 65, those aged 70 to 79 and those aged 50 and over with a severely weakened immune system.

Please contact the surgery if you are eligible and have not been contacted.