

St John's Wood Medical Practice

Winter Newsletter 2024

WHAT SHOULD YOU DO IF YOU WANT TO BOOK AN APPOINTMENT OUTSIDE NORMAL SURGERY HOURS?

St John's Wood Medical Practice hours are 08:00 – 18:30, Monday to Friday.

If you need an evening or Saturday appointment, please contact St John's Wood Medical Centre reception during these working hours, perhaps using PATCHs message service. Extra 'Out of Hours' appointments are available for many medical conditions. Please note that 'Out of Hours' appointments may be with different GPs, Practice Nurses, Health Care Assistants and Clinical Pharmacists to the ones you are used to. The appointments will be at Connaught Square Practice or South Westminster Centre for Health. Practitioners who see you will be able to access your medical records.

These bookable 'Out of Hours' appointments are available from: Mondays to Fridays from 18:30 to 20:00 and Saturdays from 09:00 to 16:00.

Outside these times the following services are available for urgent cases:

- **NHS 111:** for urgent medical help that is not life threatening.
- **Accident & Emergency (A&E):** only for serious injuries and life-threatening emergencies. This is not an alternative to a GP appointment.
- **Urgent Care Centres** or minor injuries units. Some may be open 24 hours a day, 7 days a week.

for example: St Mary's Hospital Urgent Care Centre, Queen Elizabeth Queen Mother (QEQM) Building, South Wharf Road, London W2 1NY

PRACTICE NEWS AND INFORMATION

Best wishes from us all to our newest receptionist, Jade Duggan, Yusra Mohamed & Alaina Barrett.

Thank you and best wishes to Abigail Kankum, receptionist, who recently left us.

WHAT HAS YOUR PATIENT PARTICIPATION GROUP (PPG) BEEN DOING?

The PPG is a volunteer group of St John's Wood Medical Practice patients. We meet with Practice staff about every 3 months, usually in person and online. We try to support the work of this very busy practice by giving our feedback on the many services provided by the Practice.

Some of our activities in the past 3 months included:

- We're adapting to a big change since our long serving Chair Joyce Green (see next page) stepped down. We're taking some time to appoint a new Chair and meanwhile we've welcomed several new members to the group.
- Some of us made suggestions to improve the new Practice website.
- A group of us reads all patient feedback from surveys following appointments. We produce a summary which is shared with the group and the Practice (see below).
- We are planning a social event before Christmas!
- We are monitoring phone waiting times and how well PATCHs works for patients.
- We produce a regular Newsletter and hope to support the planning of upcoming Patient Events.

If you are interested in joining the PPG to discuss matters which affect all patients, please contact Michelle McDonagh, GP Assistant Manager, via Reception or e-mail sjwmp.ppg@nhs.net.

THE CIRCUS ROAD ENTRANCE

A few years ago, everyone used to enter the Practice via an entrance on Circus Road opposite Cavendish Avenue. This entrance was closed by the St John & St Elizabeth Hospital managers who wanted all visitors to enter via the Hospital Main Entrance in Grove End Road.

Good News for all those living near the Circus Road entrance - it is now open again during normal surgery hours.
Thank you to everyone who made this happen.

FEEDBACK PATIENT REPORT

The PPG analysed around 350 survey responses from May to July 2024. In line with previous reviews, a large majority of patients were very positive about their experiences.

Overall how was your experience of the service? 'Good' and 'Very Good' - **91%**.

How likely are you to recommend your registered GP practice to friends or family? 'Extremely Likely' and 'Likely' - **95%**

How satisfied were patients? 'Somewhat Satisfied' and 'Very Satisfied':

- **The Appointment booking process: 84%**
- **The Check-in process: 92%**
- **Friendliness of Reception Staff: 90%**
- **Time it took to be taken into an exam room: 86%**

Many patient comments reflect high satisfaction rates with all staff, some examples are below:

- *'Dr X is friendly, concise and excellent knowledge and caring demeanour to his patients. This is an exemplary practice. From the receptionists to the doctors. Gold standard. Thank you.'*
- *'The nurse was so friendly and very informative, answering all my questions. Felt so comfortable.'*
- *'Reception staff extremely helpful always.'*
- *'First class - sent Patches this morning, got a call back at 11 and was seen at 11.30 - can't complain about that.'*

Fewer comments were made about waiting on the telephone than in previous reports. The surgery has made efforts to improve this issue including introducing a new phone system. Another success has been the recent reopening of the Circus Road entrance to the practice, which was a regular cause for comment previously.

A few areas were highlighted for improvement, e.g.

- **PATCHs:** Some of the issues raised suggest some people do not know how to use Patches properly so guidance or assistance needs to be considered.
- **Test results:** Some people could not access test results or they accessed them and saw results out of range which concerned them. "Can be hard to understand."
- **Mental Health:** A small number of patients are very concerned that their needs are not addressed.



It's farewell, thank you very much and our best wishes to our PPG Chair Joyce Green (in the centre of the photo). Joyce was there from the very first meeting of the PPG in 2010 and has been fundamental to supporting the practice in the role of PPG Chair ever since. Joyce has been a great advocate of starting online and hybrid PPG meetings to enable wider access for those who can't come in person. She was good at chairing the big public open meetings and creating and analysing the paper questionnaires we had in the past and always volunteered for any innovation which the PPG wanted to try. Joyce is moving on now but the PPG and the Practice want to thank her for her pioneering work.