

THE RIVERSIDE PRACTICE

Patient Participation Group Virtual Meeting 23.9.2022

Due to Covid-19 the PPG members have been written to and are kindly requested to read the below and give any feedback and comments to Dr Goel. This can be by letter or email to the practice email address as follows: nelicb.theriversidepractice@nhs.net

Signed off with no additional comments from PPG 7.10.2022

PPG Members:

- AJ
- EL
- HM
- MD

Agenda

- Practice website update
- Staff Update
- PCN Update
- 2022 GP Patient Survey Results
- AOB

Practice Website

HM gave feedback on the practice website after the June meeting. This included:

- Be more user friendly
- More simple language
- Keep updated

www.theriversidepractice-hackney.nhs.uk

Staff Update

We have recently recruited 2 new reception staff, Stephen and Tasnim. We have also been using agency Advanced nurse practitioners to help see patients and will have a new locum GP working with the practice.

PCN Update

No new updates and we are still offering additional roles as before. These include a practice pharmacist and pharmacy technician, first contact physios and a social prescriber. We are also encouraging patients to see their community pharmacy for minor ailments in line with current NHS guidance.

2022 GP Patient Survey Results

The results of the above patient survey conducted between January 2022 and March 2022 have been uploaded to our website. Please read the full results on our homepage at:

www.theriversidepractice-hackney.nhs.uk

In total 526 patients were surveyed and 96 replied (18%).

Where the practice scored above average:

Riverside	NE London Average	National Average	Question
89%	50%	53%	Of respondents find it easy to get through to this surgery by phone
85%	57%	59%	Of respondents were offered a choice of appointment when they last tried to make a general practice appointment
79%	53%	55%	Of respondents are satisfied with the general practice appointment times available

Overall when reviewing the results, the practice was stable, which was very encouraging.

Where the practice could improve:

Riverside	NE London Average	National Average	Question
45%	58%	65%	Of respondents say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)
79%	90%	90%	Of respondents were given a time for their last general practice appointment
71%	75%	81%	Of respondents felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

Proposed Actions:

- **Maintain the current good standards particularly re access and getting through on the phone.**
- **Encourage local services such as social prescribing to access the voluntary sector services, the stop smoking service where relevant and cognitive behavior therapy to help manage long term conditions.**
- **Ensure when booking GP appointments that patients are given an estimated time to be called when a telephone consultation.**

- Consider psychological support when consulting including offering a referral to the local talk changes services.

Action

Can the PPG review the attached results and full results online and confirm the above suggested proposed actions

AOB

Action

As part of feedback please can the PPG reply with any other business

Next Meeting

Proposed December 2022.