

ALLERTON PATIENT PARTICIPATION GROUP



ALLERTON ROAD MEDICAL CENTRE **PATIENT PARTICIPATION GROUP – PPG**

You are invited to join the PPG which meets regularly to discuss services provided by the Practice. The PPG provides a great opportunity to discuss any issues or concerns you may have about the Practice, or suggestions to improve services.

If you cannot attend, please email your suggestions and ideas to:
ALLERTONROADMEDICALCENTRE@NHS.NET

PPGs are groups of patients working in partnership with Practice staff and GPs - this unique partnership between patients and the Practice helps to achieve higher quality and more responsive care.

OUR FIRST NEWSLETTER

This newsletter provides patients with news, information about new developments and proposals and plans for service improvement. If you have any suggestions or ideas for the newsletter, please let us know.

BETTER ACCESS TO THE PRACTICE

The front door is not accessible to disabled people and people with baby buggies. The Patient Participation Group (PPG) raised this issue with the practice and estimates of costs were obtained to provide an automatic door - the funds have now been made available by the local CCG (Clinical Commissioning Group). The door will in the near future open outwards and will have a safety barrier.

We are waiting for a date for work to start.

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FUTURE PPG MEETING

**The next PPG meetings will be held on:
Thursday, May 23rd and Thursday July 25th
@4PM**

You are very welcome to attend and to share your experience of the Practice and your ideas for improvements. Let us know which day of the week and time of the day suits you best for PPG meetings.

LEARNING MORE ABOUT YOUR MEDICAL CONDITION

Would you like sessions to learn more about your condition? Let us know and if a few people would like to learn about their medical condition, we can arrange group events. These could include, for example, diabetes, women's health, allergies, child health, pregnancy, mental health problems. You choose, and the Practice will provide.

HEALTHWATCH REPORT ON THE PRACTICE - HWH

Healthwatch Hackney is a local community body with statutory duties to improve the accessibility, quality and safety of health and social care services, based on the needs of local people.

HWH also carries out reviews of health and social care services. They carried out a review of the Allerton Practice and made several recommendations, which are shown below. The PPG is very grateful to the 19 patients who kindly spoke to the Healthwatch team and described their experiences - good and bad - about the surgery. The report is available on the Healthwatch website:

www.healthwatchhackney.co.uk/wp-content/uploads/2018/03/ALLERTON-ROAD-MEDICAL-CENTRE.pdf

HEARING LOOP

The Practice has confirmed that it is monitoring awareness, use and effectiveness of the hearing loop in the Reception area. This will ensure easy access for deaf people.

There are signs in the waiting area and Reception desk, advising that the Practice has hearing loops. The staff has been trained how to use this equipment and there is also a portable hearing loop for use in each consultation. This equipment is checked regularly.

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TELEPHONE APPOINTMENT SYSTEM – BETTER ACCESS

Changes to the staff rota have enabled more staff to be available at peak times to answer patient calls for appointments. The phone system notifies patients of their position in the queue. The Hurley Group, who manage the Practice, is reviewing the current telephone system and looking at options to improve the system and access.

Patients with routine queries are encouraged to call during quieter times of the day (rather than first thing in the morning). They are encouraged to use the online system to make appointments and request Repeat Prescriptions.

If you have problems with the telephone system, please let us know as soon as possible.

CONSULT GPs ONLINE

The Practice encourages patients to use its computer online system to consult with GPs. After you have entered details of your condition, a GP will examine your information within 24 hours, and either call you for a consultation or provide you with advice about your condition, or medication. Patients who use this system speak very highly of it.

<https://allertonroadmedicalcentre.webgp.com/treatmentCategory/showAll>

ELECTRONIC PRESCRIBING

Healthwatch asked the Practice to provide patients with clear printed information on how the Electronic Prescribing System (EPS) works and the timescales involved. An efficient EPS process would ease pressure on the Reception staff and reduce patient complaints. There are leaflets available for patients with advice on how EPS works.

Using this service means that once you have requested your Repeat Prescription, you can go to the Pharmacy to pick it up without going to the Practice first. So, you will not have to come to the Practice twice. You can nominate the Pharmacy of your choice to collect your medication from, and you will not have to wait at the Pharmacy while they process your paper Prescription. For more information about Electronic prescribing, please speak to a member of staff or your Pharmacist.

**WOULD YOU LIKE TRAINING TO 'CONSULT GPs ON-LINE' or
USE ELECTRONIC PRESCRIBING?
LET US KNOW AND WE SHALL ARRANGE IT.**

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TREATMENT AND ADVICE FROM PRACTICE STAFF

The Practice is committed to ensuring that all clinical and administrative staff receive 'patient focused' training to improve their communication skills, and the quality and effectiveness of care and treatment provided to all patients. Clinicians attend regular workshops at the CCG and Homerton Hospital in order to ensure that they are up-to-date with the latest improvements to patient care and treatment. Access to the Hackney GPs website is available to all GPs and Locums. This includes details of all clinical and referral pathways to assist GPs to provide the right care to patients first time.



PRACTICE AND NHS COMPLAINTS INFORMATION

If you have any concerns about services at the Allerton Road Medical Centre, it is important to let the staff know as soon as any problem arises. If the matter is not resolved to your satisfaction, the complaints process is available to all patients. Information about making complaints is available in hard copy in the Waiting Room and also on the Practice website. Please contact the Practice manager, in the first instance, if you have a complaint.

See the complaints procedure at:

<http://allertonroadmedicalcentre.com/complaints-procedure/>

You can also contact us NHS England direct at:

england.contactus@nhs.net or Tel: 0113 254 5000

If neither body helps resolve your issue, you have the right to approach the Ombudsman on 0345 015 4033 - and at phso.enquiries@ombudsman.org.uk

The Care Quality Commission is always interested to hear from patients about their experience of care at the Practice, and the outcome of any issues you have raised. Details of issues you wish to raise, can be sent to enquiries@cqc.org.uk Please be aware that the CQC is not involved in the complaints resolution process.

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CORRECT PATIENT INFORMATION

Please ensure you that you provide up-to-date information to the Practice about yourself. This includes email address, mobile numbers and correct home address. If you need to update your records, please let one of the Receptionists know your new details. We are asking all patients over the age of 16, to provide their mobile number.



THE PPG IS IMPORTANT BECAUSE:

- Allerton Patient Participation Group (APPG) is a grassroots way of affecting change and involving patients in improving the health and wellbeing of the local community.
- The Group has an important role to play in helping to give patients a say in the way services are delivered to best meet their needs ... and the needs of the local community. It will encourage a positive relationship between patients and Practice staff, both clinical and administrative.
- The PPG is an active and creative voice for patients at the Allerton Road, Medical Centre.
- The PPG will work constructively and positively, to help identify solutions to your problems.
- We shall act in partnership with the Medical Centre to carry out surveys and research to find out what matters to patients, discuss the findings with the Medical Centre and implement change whenever possible.
- GP Practices are required to engage with their patients through Patient Participation Groups (PPGs). These groups act as representatives of the patient population and help to improve communication between patients and their Practice.

PPG MEETING ARE OPEN TO ALL PATIENTS AND YOU ARE WELCOME