



# Bursteds Wood Surgery

## Patient Participation Group

### News letter

Winter 2011/2012

Issue one

### **Welcome to the Bursteds Wood Participation Group!**

The aim of the Patient Participation Group (PPG) is to give patients, GPs, Bexley Business Support Unit and practice staff an opportunity to meet, to exchange ideas and information, and then to take action. Our group's activities typically include consulting with patients on their experiences and their views on how services could be changed or improved; producing a News Letter to keep patients up to date on the activities of the group.

### **Interested in getting involved?**

Anyone and everyone is welcome to join the group, as long as you are registered with the practice and interested in working together to make positive changes for the practice and its patients. Our group meets approximately every 6 to 8 weeks for about an hour at the practice. For further information about the group, please contact: Peter Stekelenburg PPG member at [burstedswoodppg@gmail.com](mailto:burstedswoodppg@gmail.com) or telephone 020 8303 0604.

The next PPG meeting will be held at the surgery at 18.00 on Tuesday the 31<sup>st</sup> January 2012, please feel free to come along.

The PPG recognises that not everyone is available to attend PPG meetings but would like however to be kept informed of the activities of the group by reading the minutes and other PPG documents and to that end we are setting up a "Virtual PPG". All patients of this practice are invited to email the following hotmail account and you will be provided with the necessary PPG documentation: [burstedswoodppg@gmail.com](mailto:burstedswoodppg@gmail.com)

### **The Procurement Process**

As you will know this surgery has been without permanent GPs since the retirement of Dr Berg and the sad death of Dr Maizels and since its formation last year the group has been pressing the South East London Primary Care Directorate to complete the procurement process that would ensure that the surgery will have a permanent practice. Many of you will know that in July 2010 Clocktower Healthcare Limited was appointed to provide a locum

service and that will continue until the procurement process has been completed. The PPG has, over the past 18 months, actively campaigned for a prompt resolution of this issue including involving our local MP David Evennett. At the time of writing the Primary Care Contract and Development Manager for Bexley anticipates that the process will be completed by April 2012.

### **PPG Patient Questionnaire**

Earlier this year the PPG arranged for a questionnaire to be made available to patients giving them the opportunity to make their views known to the PPG & the Practice. The results are as follows:

- 150 questionnaires distributed & 58 were returned.
- The majority of those completing the questionnaire were over 50.
- 70% were very satisfied with the service provided by the Practice.
- 20% were satisfied with the service provided by the Practice.
- 10% were not satisfied with the service provided by the practice.

Particular points raised in the returned questionnaires:

- The sit & wait surgery was too slow.
- Children playing in the waiting area.
- Fed up with waiting for permanent Drs to be appointed.
- The service for repeat prescriptions could be better.
- The surgery is efficiently run mainly due to the efforts of the reception staff.

The PPG will arrange for another PPG Patient Questionnaire to be distributed following the conclusion of the Procurement Process and the awarding of a permanent contract.

### **Patients Request for Information Form**

The PPG has decided to make available with the assistance of Bexley Business Support Unit a range of NHS approved literature on a variety of medical matters that may prove useful to patients in dealing with medical problems that are encountered and have to be dealt with.

If you would like to receive the information electronically please email:

[Philippa.james@bexley.nhs.uk](mailto:Philippa.james@bexley.nhs.uk) giving the following details and you will be emailed when the information requested is available:

- Patient's name:
- Email address:
- Telephone number:
- Topic that you require information on:

- If you would like to receive the information in hard copy please complete a PPG Information Request Form that is available from the surgery.

## **Christmas Raffle**

During December the PPG will be holding a raffle in order to raise money for surgery equipment.

The PPG would like to wish every patient season's greetings and a very Happy New Year.