



**New Road Surgery
Patient Participation Group (PPG)
Steering Group Meeting
12th September 2022**

Summary of Goals and Objectives 2022

Area of work to be examined	Reasons	Tasks to be Undertaken	Lead Person	Interim Measurement/ Actions	Timescales	Completion Date
Patient service	Due to COVID and increase in demand patient service has been compromised. Patients and staff are not happy	Full staff meeting Relaunch PPG PPG feedback F&F feedback	PM & All Partners (PTRs)	PM meets with RM weekly PM reports to GP Partners monthly	Full staff meeting 29 th September 2022	Ongoing
Relaunch PPG	Critical friend patient feedback	PPG meeting	Dr Barrett	Review PPG contact list PPG Steering Group meeting PPG area on website	1 st July 2022 11 th July 2022 End July 2022	March 23
Telephone service	Patient feedback around difficulties in getting through on the phone and communication	Change messaging Increase online appt booking (NHS app use)	PM & RM	Phone management software training Monthly review of phone reports	End July 2022	Sept 22
Appointment booking	Patient feedback around difficulties in getting F2F appointments	Review appt booking Online Consultation software review	PM & PTRs	Continue to offer F2F appointments on patient demand am and pm	7 th July 2022	Ongoing
Extras booking	Concerns re GP safe working, staff wellbeing and patient service	Extras review	PM & PTRs	Comms to staff Change extras appts Review - PDSA	7 th July 2022	Aug/Sept 22
Appointment times	Extend GP appointments to 15 minutes	Prohibitive reduction in total number of appointments	PM & PTRs	Review in future if demand stabilises/ decreases	7 th July 2022	Ongoing
Expand GP Training Programme	Support NHS GP training Futureproof both the practice's and the wider NHS's provision of GP services	Currently restricted by room space	Dr Chesworth	The practice has 2 GP trainers and can currently accommodate up to 2 full time registrars.	n/a	As new premises space becomes available



New website

- Cleaner design
- Reformats for phones – instead of just showing very small version of website
- PPG Menu option that includes
 - Steering Group meeting minutes
 - Business Development Plan



[Click here for our Latest News!](#)

WELCOME TO NEW ROAD SURGERY

Appointments

Prescriptions

Covid Support

Reception & Enquires

Travel

Our Services

Welcome!

With patients' needs at the heart of everything we do, our website has been designed to make it easy for you to gain instant access to the information you need. As well as specific practice details such as opening hours and how to register, you'll find a wealth of useful pages covering a wide range of health issues along with links to other relevant medical organisations.

Where to put this sort of information?

<https://hertsandwestessex.icb.nhs.uk/news/article/20/demand-on-general-practice-%E2%80%93-message-from-hertfordshire-and-west-essex-icb>





New appointments booking system

Business Development Plan – identified significant issue

“The practice continues to always see patients who contact us with an urgent medical issue on the same day. The number of these extras at the end of GP sessions can become too many and constitute a potential clinical risk.”

Extras booking	Concerns re GP safe working, staff wellbeing and patient service	Extras review	PM & PTRs	Comms to staff Change extras appts Review - PDSA	7 th July 2022	Aug/Sept 22
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New appointments booking system

- We have implemented the new system
- We have updated the website with appointment booking information <https://www.newroadsurgery.info/appointments/>
- Staff feedback meeting scheduled 29th September 2022
- Patient/PPG feedback



New appointments provision – Network Standard Hours

- Previously extended hours
 - 6.30-8pm Mondays and Thursdays
 - 8-10am first and third Saturdays
 - Watford Extended Access appointments – at local practices evenings and weekends
- Now - Provision across the Grand Union PCN 8am-8pm Mon-Friday and Saturdays
- *New Road Surgery will provide*
 - 6.30-8pm Mondays and Thursdays and 10 Fridays per year
 - 9am to 5pm 10 Saturdays per year



Lloyd George Digitisation

Business Development Plan – identified significant issue

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Lloyd George Notes Digitisation



GP Survey 2022 - www.gp-patient.co.uk/practices-search

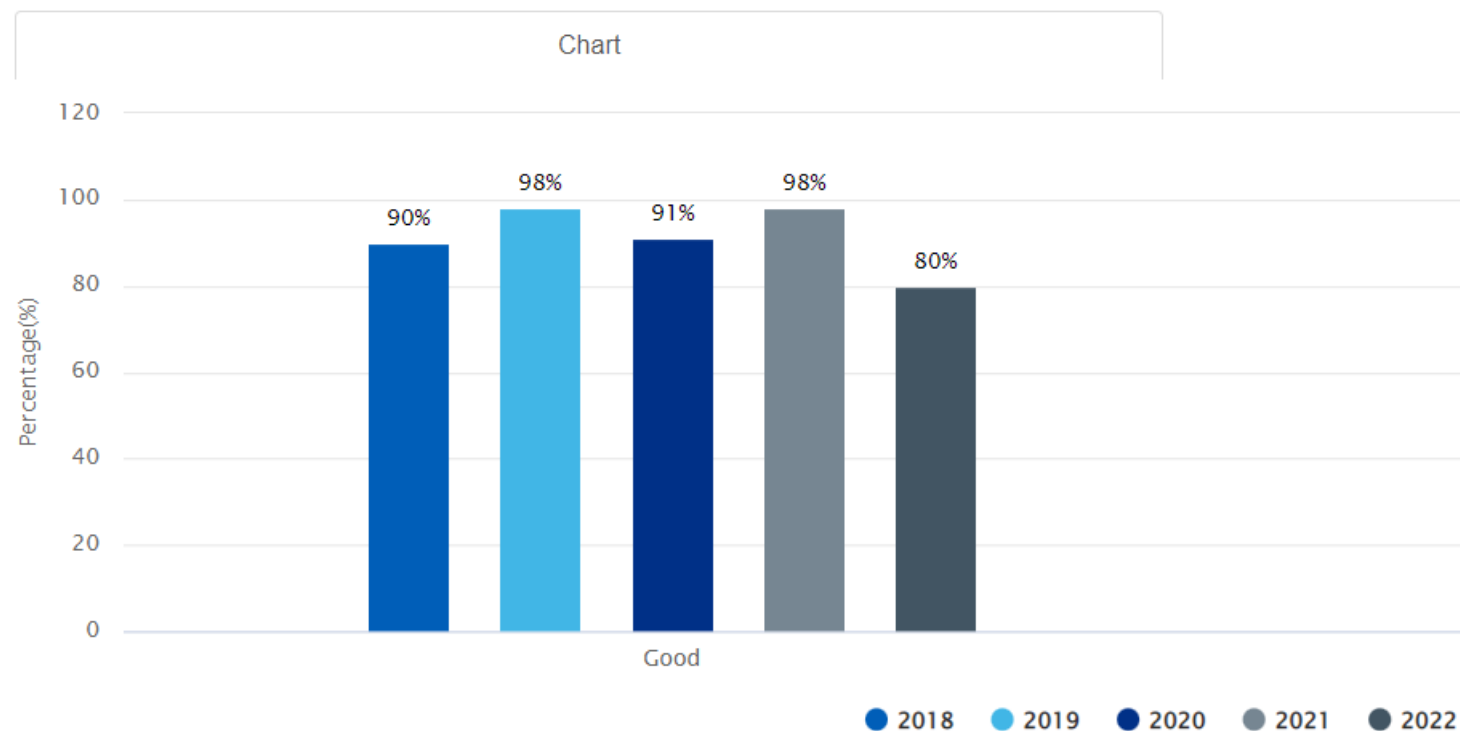
2021 – 98% - top scoring GP practice in Hertfordshire

2022 – 80%

Q32. Overall, how would you describe your experience of your GP practice?

Asked of all patients

Showing summary results (?)

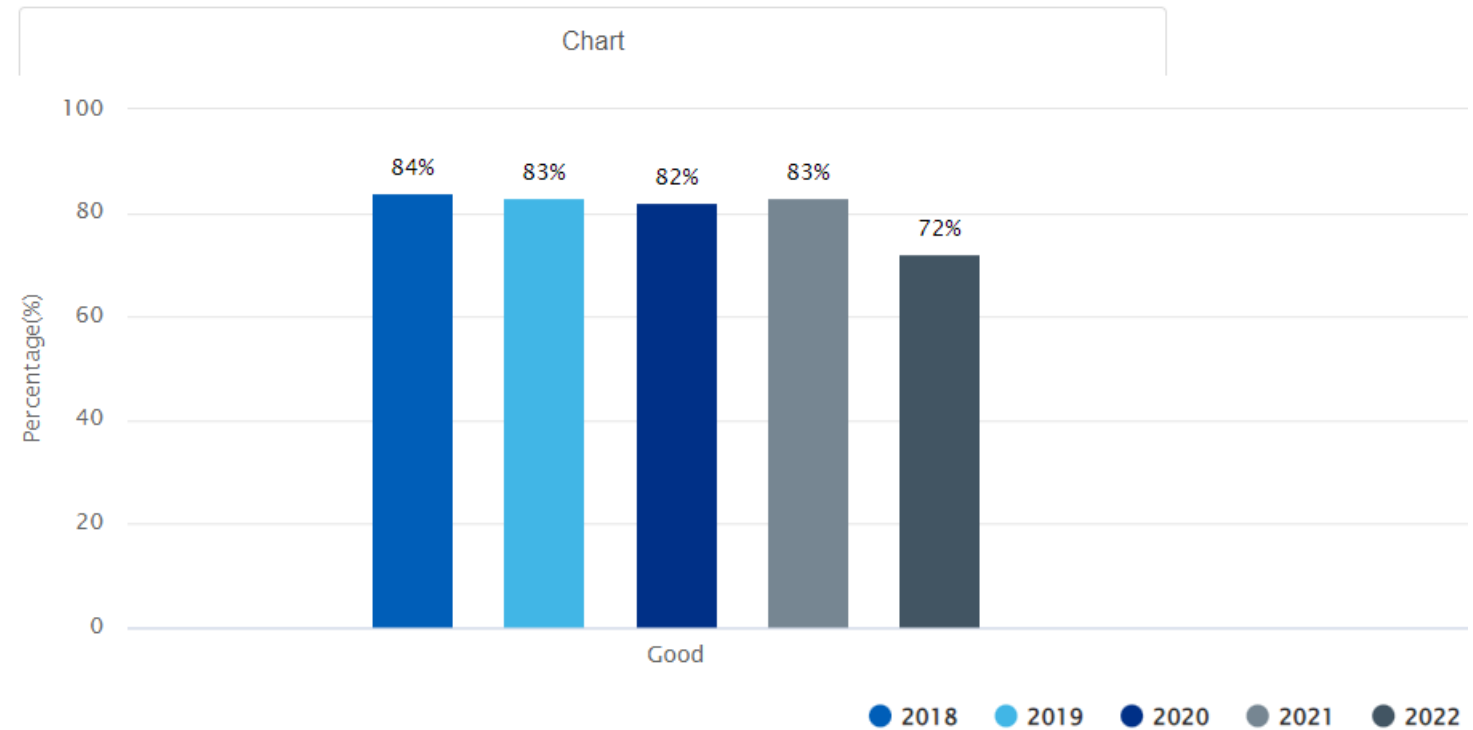


GP Survey 2022 Results – National Data

Q32. Overall, how would you describe your experience of your GP practice?

Asked of all patients

Showing summary results [?](#)

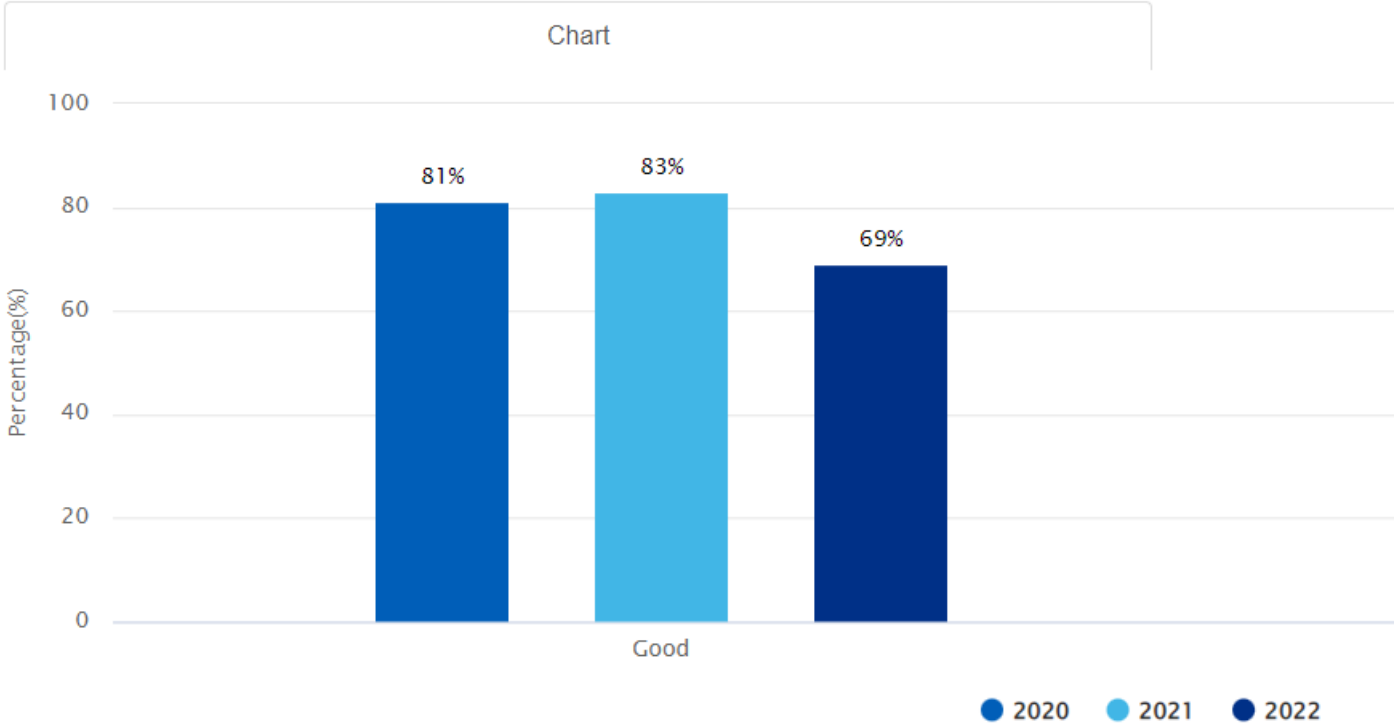


GP Survey 2022 Results – Grand Union PCN Data

Q32. Overall, how would you describe your experience of your GP practice?

Asked of all patients

Showing summary results [?](#)

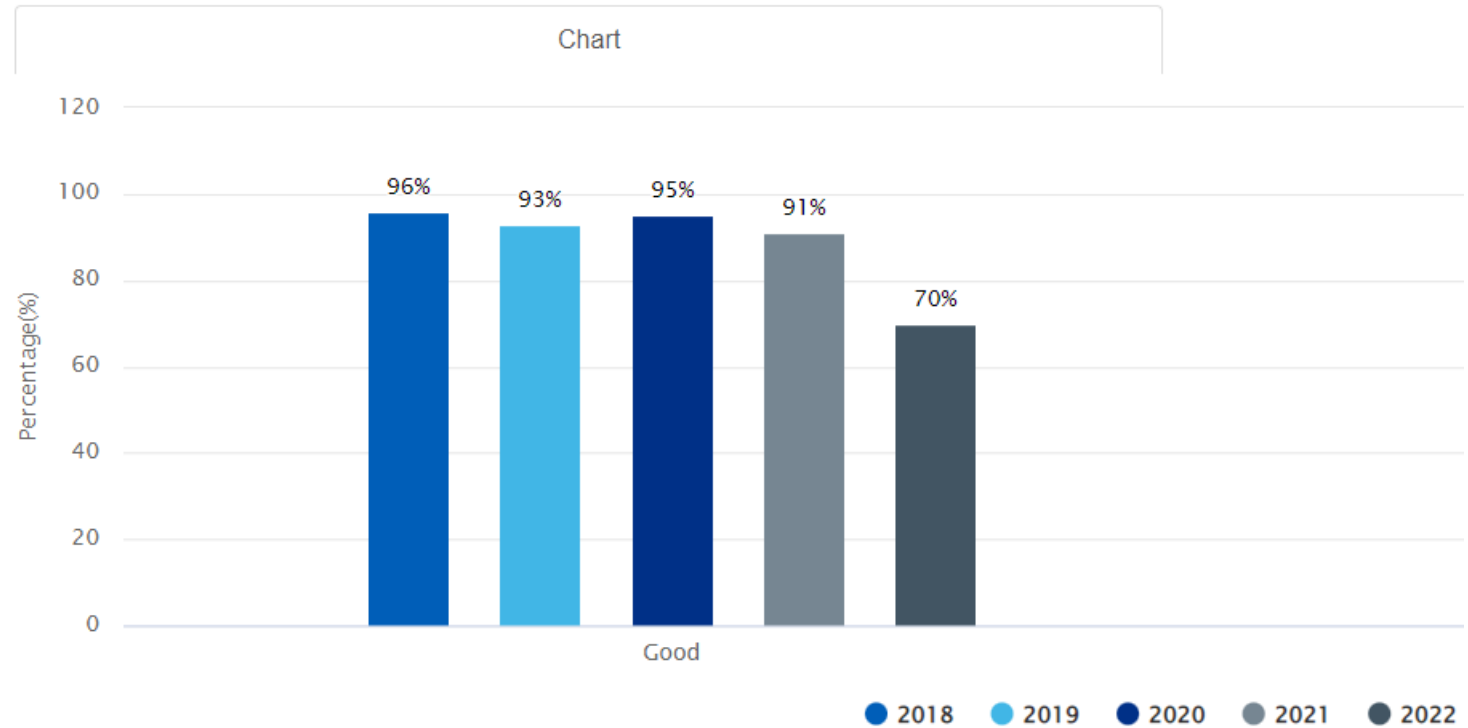


GP Survey 2022 Results – Other Local Practice Data

Q32. Overall, how would you describe your experience of your GP practice?

Asked of all patients

Showing summary results (?)



GP Survey 2022 Results – Action Plan

Review data

Practice goals and objectives

PPG goals and objectives