



The Loxford Practice

Virtual Patient Participation Meeting
Monday 27th February 2023 – 5-6 pm

1. Introductions and actions from last meeting
 - 1a. What is a PPG?
2. The Practices vision
3. Improving Access – New Model
4. Improving online access
5. Patient Survey 2022
6. Recruitment – New admin staff
6. AOB and Questions and feedback from PPG members

- Welcome to The Loxford Practice's Virtual PPG Meeting
- It is very important that we continue to have these meetings, to ensure that there is regular communication between the practice and patients during these unprecedented times
- Please remember that this meeting is not about complaints or personal issues. These can be raised and discussed in accordance with the Practice policy.
- It is about how we can work together to create a united front and have the chance to bring the community and service together
- Actions from last meeting

- A Patient Participation Group (PPG) is a group of patients, carers and GP practice staff who meet to discuss practice issues and patient experience to improve the service.

PPG for Practice

- Develops a partnerships with patients
- Support health awareness and patient education
- Listen to patients feedback

PPG for Patients

- Patients to be more involved and make suggestions about the healthcare they receive could be improved
- Feedback on patient experience to help improve the service

- Improve access to patients with better telephone access, a range of appointment types, and great communication.
- Engage with patients about their health and the services we provide in order to improve health proactively.
- Optimise the management of Long term conditions.
- Work in a multidisciplinary team to ensure the best care.
- Work closely with ICB (Integrated Care Board) and PCN (Primary Care network) and Community to offer the best service possible.

**Our multi-professional team gives you choice,
enhanced access and an improved experience.**

Since January 2023

- All appointments are booked on the day (except annual reviews, nurses appointments etc)
A few follow up appointment are available.
- All requests for appointments on the day are triaged by the clinical team.
- The admin staff will ask the patient a few questions which they will present to the Clinical team usually a GP.
- The GP will then review the patients request and medical records to decide the best outcome for the patient.
- **This could be:**
 - Book a face to face appointment
 - Telephone appointment
 - Referral to the Community Pharmacist Minor Illness services
 - Issue Medication
 - Direct the patient to other services eg Enhanced access hub, respiratory hub etc.
- The clinical team action all urgent requests on the day and there is an on call GP available to respond to any urgent requests even when there are no more appointments available.

Since this new system has been implemented there has been:

- Better access to appointments
- Patients have been appropriately booked with the correct clinician
- More safer way to book appointments
- Any urgent requests have been actioned more safer and quicker on the day

Since we have implemented the new model, our Online service (Dr iQ) has improved as follows:

- In the past Dr iQ was closed at 8:30am due to lack of appointments.
- Now Dr iQ is open for longer throughout the day.
- Dr iQ is an easier way to access the surgery to request an appointment.
- The telephone lines has improve as patients are using Dr iQ to contact the surgery.

GP PATIENT SURVEY

Results from the 2022 survey

Practice details

At Medics - The Loxford Practice

Loxford Polyclinic, 417 Ilford Lane,
Ilford IG1 2SN

Y02987 Practice code

792 surveys sent out

131 surveys sent back

17% completion rate

Overall experience

Good overall experience of this GP practice



Comparisons with National results or those of the ICS (Integrated Care System) are indicative only, and may not be statistically significant.

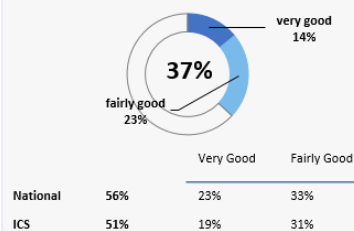
Data by Ipsos

At Medics - The Loxford Practice

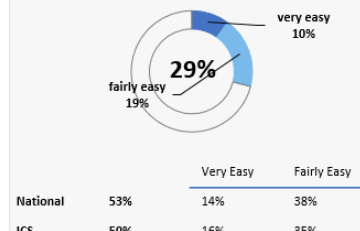


Accessing the practice

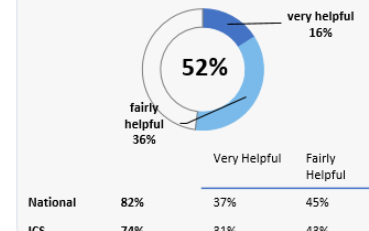
Good overall experience of making an appointment



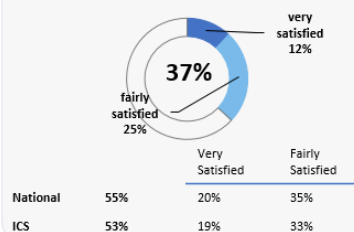
Easy to get through to this GP practice by phone



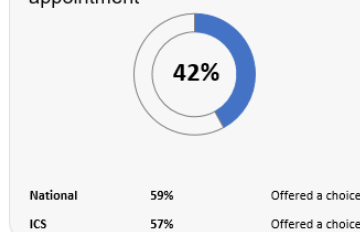
Helpfulness of receptionists at this GP practice



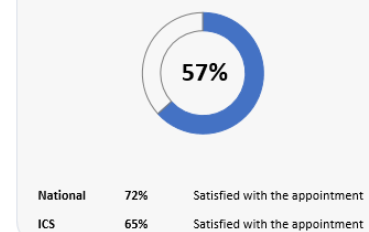
Satisfied with the general practice appointment times available



Offered a choice of appointment when last tried to make a general practice appointment



Satisfied with the appointment offered



For more information about this practice, please go to: <https://gp-patient.co.uk/PatientExperiences?practicecode=Y02987>



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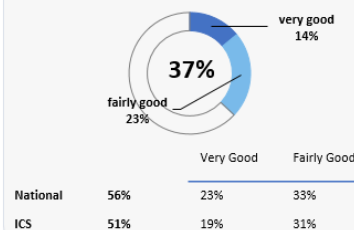
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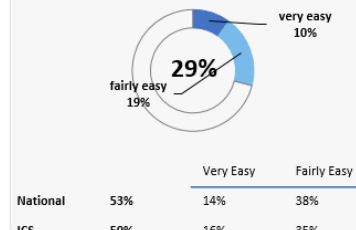


Accessing the practice

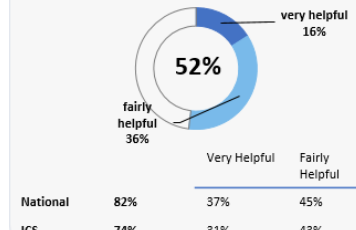
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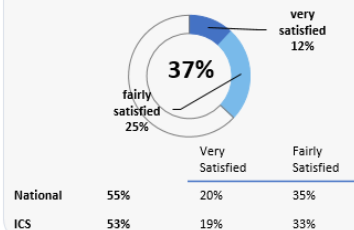
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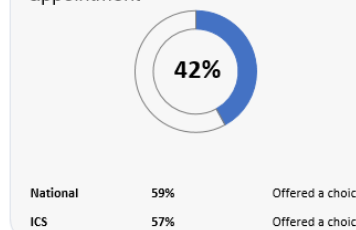
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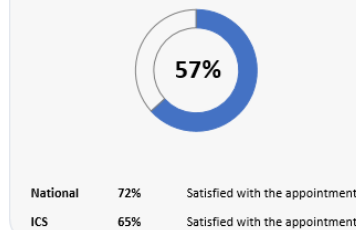
Satisfied with the general practice
appointment times available



Offered a choice of appointment when
last tried to make a general practice
appointment



Satisfied with the appointment
offered



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Thank you

Floor opened to participants for AOB

Happy to answer any questions that you may have

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