

PATIENT BRIEFING

Our most recent Briefing was in the Practice on Wednesday 27 September and was open to all patients of Bridge Lane.

Dr Pearson, GP partner, gave an update on the practice in terms of staffing and activity, and took questions.

Emma Gillgrass from Wandsworth Primary Care Team attended and gave a presentation on NHS England's plans to change how patients make GP appointments.

Our next Patient Briefing is on Wednesday 29 November at 5 pm. We hope Dr Pearson will be available again to give a practice update. We will also present a summary of the national GP Survey from earlier this year.

GP PATIENT SURVEY 2023

NHS England together with Ipsos, have published the latest Official Statistics from the GP Patient Survey. The survey provides information on patients' overall experience of primary care services and their overall experience of accessing these services.

The latest survey consisted of around 2.65 million questionnaires sent out to patients aged 16 or over registered with GP practices in England from 3rd January 2023 to the 3rd April 2023. Around 760,000 patients completed and returned a questionnaire, resulting in a national response rate of 28.6%. The questionnaire asked 63 questions.

To give you a flavour of the results, here are two of the questions:

- **51%** of Bridge Lane respondents usually get to see or speak to their preferred GP when they would like to
South West London result: 39% National result: 35%
- **75%** of Bridge Lane respondents were offered a choice of appointment when they last tried to make a general practice appointment
South West London result: 66% National result: 59%

You can look at the full report on gp-patient.co.uk

WOULD YOU LIKE TO DISCUSS THE RESULTS?

Our next Patient Briefing will give you the opportunity! It is on Wednesday 29 November at 5 pm in the Practice. We will present a summary of the questions/results then focus on a few of them to discuss how to improve the service before next year's survey. If you have any questions about this, or wish to book a seat, contact jamiegillespie44@btinternet.com

PATIENT GROUP

The Patient Group is organised by a committee consisting of Zenobia Cowan-Davies (chair); Jamie Gillespie (secretary); Julia Rossman; Barrie Temple; Laura Roberts and David Herbert.

It acts as a link between Bridge Lane Group Practice and its patients and works to (a) contribute to the improvement of services (b) ensure the Practice is responsive to the needs and wishes of patients (c) help patients take more responsibility for their health. We appreciate your messages and suggestions - please keep them coming.

Contact us on
jamiegillespie44@btinternet.com

Thank you for your support and suggestions so far.

NEWS

- Anouska Forte has been appointed Business Manager. She has moved to us from Putneymead Practice.
- Three new GPs have been appointed to the Practice - Drs Alisha Patel, Anna Stubbens & Charlotte Hine. Given the severe national shortage of GPs, the Practice has done amazingly well to sign up these doctors.
- Our Battersea Primary Care Network has appointed a paramedic and he will have a weekly Bridge Lane slot.
- The refurbishment of the reception area is continuing. The new telephone system appears to be working well.

VACCINES

So far, only 35% of patients in England who are entitled have taken up the offer of the autumn Covid booster vaccine. If you have been offered 'flu or covid vaccines please consider booking an appointment.

DID YOU KNOW?

Our local Chelsea & Westminster Hospital is on the site of St Georges Union Infirmary founded in 1878. This became St Stephens in 1925 and was rebuilt as Chelsea & Westminster in 1993. It has around 4,000 staff.

St Georges Hospital was established in 1733 and based at Hyde Park Corner before moving to Tooting in 1980, where it was built on the site of the old Grove Fever Hospital. With over 9,000 staff it is the largest health care provider in South West London.

Bridge Lane Group Practice began as a fusion of two single handed practices which both started business prior to World War II. Dr Rowland practised from 240 Battersea Bridge Road (a stone's throw from the present Health Centre) and Dr Young had a surgery in Queenstown Road near the junction with Battersea Park Road.