

# Lavender Hill Group Practice Patient Group

January 2023

## Next Patient Meeting

*Thursday, 9<sup>th</sup> February 12.30-1.30pm*

Thank you to all the patients who attended our last meeting on 20<sup>th</sup> October.

It was our first face to face meeting in a long time, and both the Patient Group Chair and the Practice were positively surprised by the very good attendance.

We agreed that the Patient Group would try to meet four times per year, being one meeting online and the remaining three at the Practice.

At this next meeting we will be formally electing the Patient Group Chair, and hope that Sarah Rackham would still be able to carry on this role, having recently taking it over from Brian Harris.

In attendance we will have from the Practice, the Practice Manager and a GP Partner who will be providing some updates in terms of staff and services; and from the Battersea PCN, their Operations Manager to further explain the role of the Primary Care Network that the Practice belongs to.

We hope that several patients of the Practice will be able to join us on the day!

**This is our second Patient Group Newsletter! Hope you find its information useful. Do let us know if you would like to contribute with any details for next issues or would be able to help editing it.**



## Patient Group

The Patient Group acts as a link between Lavender Hill Group Practice and its patients and works to:

- Contribute to the improvement of services
- Ensure the Practice is responsive to the needs and wishes of patients
- Help patients take more responsibility for their health

We would like to welcome new patients to ensure diversity and that all groups are represented – if you would like to join the patient group please submit the online form at:

<https://www.lhgp.org.uk/practice-information/patient-participation-group/>

# Battersea PCN



The Practice, through the Battersea Primary Care Network (PCN) provides a range of out of hours GP and nurse appointments every weekday evening at The Junction Health Centre (18.30 to 20.00 Monday to Thursday and 17.00 to 20.00 on Fridays).

There are also appointments available on Saturday mornings and afternoons.

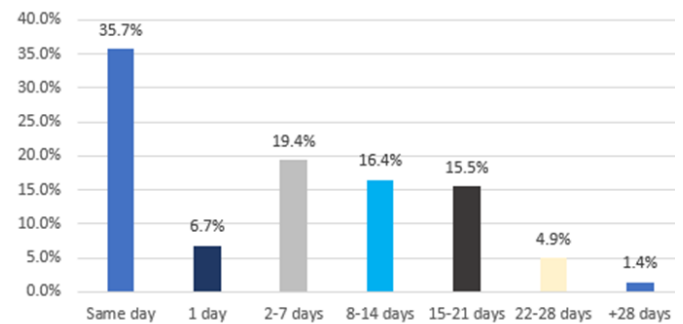
In addition to the GP and nurse appointments at The Junction Health Centre, Battersea PCN also provide physiotherapy appointments every Saturday morning and a smear clinic on the last Saturday of the month.

## Appointments in General Practice

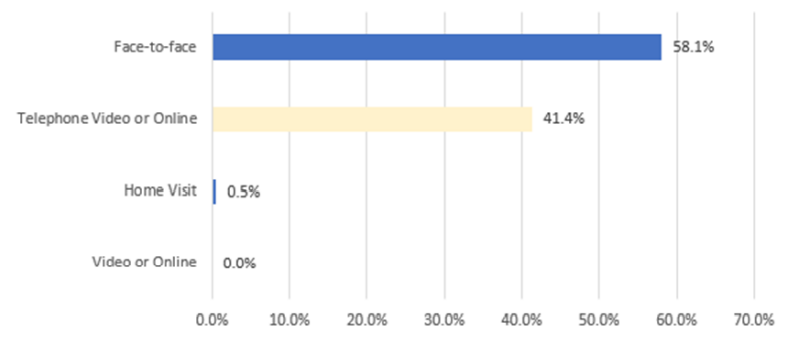
Every month NHS Digital publishes data on appointments available in General Practice in England which you are able to find [here](#).

In November 2022, the Practice offered 6227 appointments. From these, 58% were face-to-face, 69% were with a GP and 36% were booked on the day.

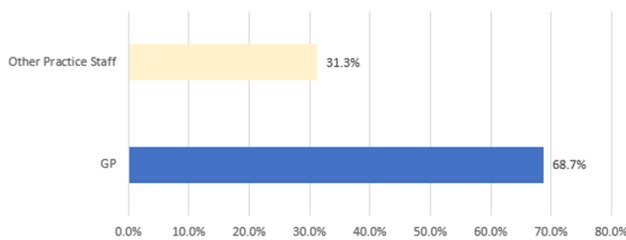
Percentage of appointments by waiting time - Lavender Hill



Percentage of appointments by Mode - Lavender Hill



Percentage of appointments by Healthcare Professional - Lavender Hill



## Patient online Survey

The Practice always thrives to improve patient experience and are asking at the moment patients to complete this short 6-question anonymous online survey to help us identify any important issues or areas for improvement:

<https://forms.gle/SuwTA5vDydwFBPco8>

