

## GROVELANDS & GRENOBLE MEDICAL CENTRE

1 Grovelands Road, Palmers Green, London. N13 4RJ

Tel: 0208 882 4556 Fax: 0208 882 8810

Website: <http://www.gpdoctor.co.uk/>

Email: [gpdoctor@nhs.net](mailto:gpdoctor@nhs.net)

### Natal Road Site

7 Natal Road, New Southgate

London. N11 2HU

Tel: 0208 881 6848 Fax: 0208 881 6811

### Grenoble Gardens Site

1 Grenoble Gardens, Palmers Green

London. N13 6JE

Tel: 0208 889 5423 Fax: 0208 881 4656

### PPG DES

#### Action Plan following patient Survey 2013-14

No		Proposed implementation	Time	Achieved
1	<b>Increase Membership to the PPG</b>  In order to keep this group functioning and the committee truly representing the wider patient population, more patients need to sign up this group	More proactive invitation through a variety of communication methods: <ul style="list-style-type: none"><li>- Email</li><li>- Text</li><li>- Website</li><li>- Face-to-Face</li></ul>	March 2014	
2	<b>Communication between the practice and wider patient group</b>  Continue to build on the work that has taken place this year and improve communications with the wider patient group.	Create a patient mailing list of email addresses through which to send information	March 2014	
3	<b>Staff feedback</b>	<ul style="list-style-type: none"><li>- To work at staff training for customer experiences.</li><li>- To involve some of the reception team in discussions around improvements.</li></ul>	March 2014	
4	<b>Commissioning</b>  There were no questions related to this on the patient survey, but the PPG felt it would like more involvement	The PPG would like to have more influence over commissioning issues Ensure that there is a commissioning issue for discussion on every agenda	March 2014	

Dr R Singh MBBS MRCP – GMC No. 2285456

Dr V Singh MBBS DRCOG –GMC No.2351801

Dr A Bhagat MBBS MRCGP FSRH – GMC No. 6039522

Dr C Patalay MBBS, DCH, DRCOG – GMC No. 1433186