

GROVELANDS & GRENOBLE MEDICAL CENTRE

1 Grovelands Road
Palmer's Green, London. N13 4RJ
Tel: 0208 882 4556 Fax: 0208 882 8810
Website: <http://www.gpdoctor.co.uk/>
Email: gpdoctor@nhs.net

Natal Road Site

7 Natal Road
New Southgate. N11 2HU
Tel: 0208 881 6848 Fax: 0208 881 6811

Grenoble Gardens Site

1 Grenoble Gardens,
Palmer's Green. N13 6JE
Tel: 020 8889 5423 Fax: 020 8881 4556

TO WHOM IT MAY CONCERN

23RD March 2015

I as Chair of Grovelands & Grenoble Medical Centre Patient Participation Group confirm that we have acted upon the following:

The PPG and the practice have reviewed patient feedback received by the practice from a variety of sources as listed below, at a frequency agreed with the PPG and have reached agreement on priority areas.

The GP patient survey

Together we have reviewed the complaints and suggestions received in various forms by the practice.

We have reviewed the GP audit carried out by Healthwatch and were pleased to note that the practice was compliant in all but one area. Upon investigation we found that this was an error on behalf of Healthwatch and has now been corrected.

Practice champions and peer support groups have been discussed at our meetings and will be progressed further.

CQC reports

The FFT

The Practice and PPG have developed an action plan for implementing changes based on at least three key priority areas and have acted on them as follows:

1. Patients complained that they could not get through on the phone.
The practice have installed a new telephone system
2. Patients said they wanted to be more involved.
We have arranged a practice event.
3. Patients wanted better communication and information.
We have updated our website. We are in the process of writing a newsletter. Staff profiles will be available soon on the website. We are introducing a PPG notice board.

Each member of the PPG has reviewed and commented and completed each section of the template and this document is ready to upload to our website.

Yours

Janet Renton
Chair of Grovelands & Grenoble PPG