

CQC visit to Twickenham Park Surgery – 20th Sept 2016

Patient Group note to CQC

The group has a good relationship with the surgery and we are supported by the partners & the practice manager.

We do regular interviews with patients at the surgery whilst they are waiting which is mostly not very long so we have to be quick!

We have found that patients are very satisfied with the service they receive from both the medical & support staff and cannot speak highly enough of the surgery. It is hard to get any criticism to work with. We are continually looking to find more patients to join the patient group but they cannot see the need as “everything ok”.

We work with both the patients and the staff to make improvements. We are currently working on reducing DNAs (do not attend). This is by making patients aware of their responsibilities to their fellow patients.

We actively participate at the Richmond patient group level which enable us to share & resolve common problems with other surgeries and the Richmond CCG (clinical commissioning group) at these meetings which are held every 2 months.

We have recognized that referrals to external services & consultants are a problem. Referrals leave the surgery and our doctors do not hear anything until they get the consultants results letter or the patients do not hear anything about an appointment. There are no “end to end” tracking processes to ensure good service is being given to patient and that patient is attending. It is possible to track parcel deliveries so it should be possible to track patient progress through a referral. Whilst this is a National problem, we will continue to push issue with our CCG through the Richmond patient group.

We have developed pictures (worth a thousand words) for our own understanding and we intend to check & refine this information to include it on our surgery website over time.

The patient group has representation on the newly formed SW London Primary Care steering group.

I hope this helps. Unfortunately I am away at the time of your visit. I am back on 1st October and I would be happy to answer any questions you may have then.

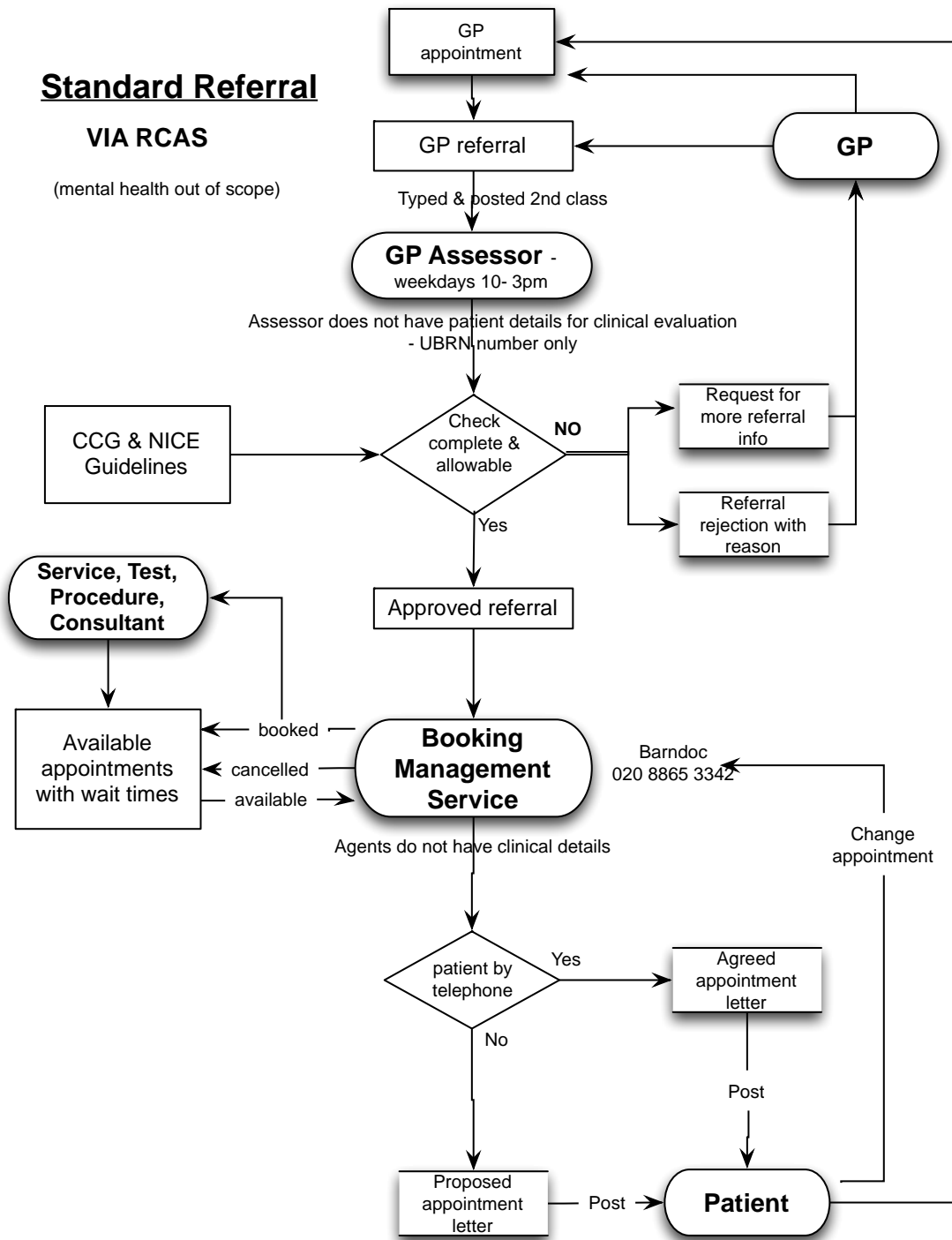
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Twickenham Park Surgery Patient Group

Example Picture:

Standard Referral

VIA RCAS

(mental health out of scope)



Is GP notified of appointment & any changes ?? --- NO

When / how is referral linked to patient details, appointments & separated from clinical stuff for making appointment?

At what point are patient & clinical details joined & passed to consultant ?

Maureen Chatterley