

Twickenham Park Surgery

Patient Group SUMMARY Report 2023

Covid Clinics:

Helped at all the clinics in 2023 doing "Meet & Greet" role - a double check on attendance, helping with doors, coats, seating if necessary etc
These clinics were a great opportunity to get feedback directly from patients.

Patient Participation Network Group:

Borough meeting held every 2 months where problems are discussed and speakers from different services give presentations on changes being made.
The services in turn ask for our feedback from a patient point of view.
Very informative - often hear of things before the surgery does!!! eg HRCH (Hounslow Richmond Community Health) going to Kingston Trust.
Referrals, Pharmacy & medication shortages are common themes across all Borough surgeries.

Neighbourhood feedback:

Neighbours in the area know me as have now lived in area over 40 years.
In passing I ask for feedback if they have recently attended the surgery which I have passed back to the surgery.

Extended involvement:

West Middlesex hospital was being overlooked in the "South West London" plans - continually pointing this out at the Network group.
As 50% of the borough use this hospital, this was not good enough.
To further this point and hopefully make things better I became a governor at the Chelsea & Westminster Trust in November 23.

Recruitment to Patient Group:

Met with another patient rep from Acorn Practice which is in our surgery group. We will be looking to collaborate.

Had 1 interested patient who I met and she was very enthusiastic but works and has limited time to be involved.

Will keep trying but difficult as Surgery considered very good and most can get appointment when they want so don't feel the need to get involved unfortunately.

Issues / On-going:

HRCH is becoming part of Kingston Hospital Trust. Details are not forthcoming.

Registered for on-line meeting but this was cancelled!!!

Could impact our Patients so will continue to follow this up.

Surgery has lost a very good nurse. Hoping replacement can be found quickly. No impact on patients so far.

Continue to liaise with surgery regarding impact.