

# Kings Lane Medical Practice Patient Participation Group (PPG) Newsletter Summer 2023

With Covid, finally starting to take a back seat, we are working to get things back to normal within the practice. However, during Covid GP practices had to learn to work in a different way and some of these changes have worked for the better and some maybe not so effective.

The focus now is pushing GP Online Services – over 14 million people are currently using GP online services here are some of the benefits:

- Order repeat prescriptions
- Patients are more involved and have more control over their healthcare.
- Book appointments
- Check test results.
- Patients can only order what has been prescribed to them and cannot over order.
- Saves time and money.
- View their medical records.
- Available 24/7 to book and order when they need to and not just when the practice is open.
- Patients have greater control and understanding of their medicines.
- Many patients with disabilities find using online services easier and more convenient than calling or visiting the practice.

You can still contact the practice in the traditional way, by phone or in person, GP Online Services will not change that, it simply gives patients more choice about how they contact the practice.

There is a digital campaign starting in July in line with the NHS 75 years called “give it a go” encouraging patients to give the online services available a go.

## **Current online services at KLMP**

**PATCHS** – on our website (took over from e-consult) these cannot be used for prescriptions, urgent requests. You will normally be contacted within 48 hours.

**PATIENT ACCESS** – request medication, book pre-bookable appointments, view your medical records (you need to complete forms prior to being given access)

Also available:

**MY GP APP** – request medication, nominate pharmacy, book pre bookable appointments. (can be downloaded from App Store)

**NHS APP** – Order repeat prescriptions, view GP health record, nominate pharmacy, NHS Covid pass. can be downloaded from App Store)

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**Prescriptions**

We are now unable to accept repeat prescriptions via e-mail. You can bring them in to the surgery or use online access or NHS app for ordering.

**Website**

We are currently in the process of having a new website designed.

**Phone lines**

We are aware that the phone system has been causing a lot of issues and upset recently and we are currently in negotiations with NHS England as part of their new plan to develop a new phone system which will also be a new phone provider, as by 2025 there will be no analogue phones/ systems available.

**Staffing**

Over the past couple of years, we have had quite a few changes to staff. Some big news is that Dr Kershaw will be retiring in March 2024, the new partners are Dr John Mottram and Dr Phil Bacon.

**GPs in practice**

Dr Kershaw  
Dr Mottram  
Dr Bacon  
Dr Hayward  
Dr Gillon  
Dr Timson

**Clinical team**

Isobel Connell – Physician Associate  
Geraldine Lloyd – Practice Nurse  
Sandra Adams – GP Assistant  
Keighley Wheadon – HCA/Phlebotomist

**Practice Manager/ Administrators**

Kate Taverner - (PM)  
Many Taylor- Admin  
Helen Picken – Admin  
Christine Gilbert – Medical Secretary  
Suzanne Broster – Medical Secretary

**Reception**

Sue Beckley – reception manager  
Rachel Owens  
Tasha Smith  
Rebekah Hughes  
Claire Navvachi  
Sheena Turner

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Would you like to be part of our virtual Patient Participation Group (PPG) and get quarterly e-mail updates about what is happening in the practice and provide us feedback? This is not a forum for complaints.

**Purposes of the Patient Participation Group (PPG)**

- To involve patients in the new and existing developments within the NHS
- To seek patients' opinion about services, to identify common themes and give feedback to the practice to improve services.
- Work with the practice to review trends in compliments, comments and complaints and issues received by the practice.
- The group aims to be representative of the patient population at Kings Lane Medical Practice.