

Deptford Surgery PPG Summary

2025

Introduction

In 2025, we held several Patient Participation Group (PPG) meetings at Deptford Surgery. These meetings were attended by our PPG members, Welcome Team Lead, Service Manager, Patient Experience Manager, Director of Operations and Clinical Lead.

We thank all PPG members for making the time to attend these meetings and share their feedback. This truly helps us continue to improve our services.

Here is a summary of key matters discussed and actioned.

Key points

Improving our wait times

We have continued reviewing appointment demand and have introduced changes to appointment booking to help improve access for patients. We introduced additional clinical roles including paramedics who can assess and treat a wide range of conditions, helping free GP appointments for more complex cases.

Improving call handling times

Calls will be managed by our Triage Team based at London Bridge. This change will help ensure patients are triaged consistently and directed to the right clinician. The Triage Team are continuing to grow and moving to lower the call wait time.

Patient support in the wait room

In 2025 we introduced changes to how our Welcome Team work within the surgery. As calls are now managed by our triage team, our Welcome Team can focus on welcoming patients and supporting them to capture key health information such as blood pressure, height and weight when attending the surgery. Patients have found this helpful and engaging, and clinicians have reported that it has been a meaningful improvement in patient care.

Future practice planning

We discussed the ongoing plans to expand the practice to a larger premises to support more clinicians and improve access for patients. This search for close, bigger premises is continuous.

Feedback & complaints

Feedback is reviewed and used to improve services, including staff training and communication.

Our team

The Lead GP, Dr Bowen, has decided to step down. We are happy to announce, we have Dr Ezewuzie who has taken the role of Lead GP. We are also welcoming back to Deptford, our Paramedic, Olivia.