

Knights Hill Surgery PPG Summary

2025

Introduction

In 2025, we held several Patient Participation Group (PPG) meetings at Knights Hill 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

Management continue to review appointment demand and availability to ensure patients can access the appropriate clinician as quickly as possible. As a result of these reviews, we have introduced more GP sessions and a PA (Physician Associate).

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.

Patient safety

We discussed the emergency equipment available within the surgery, including emergency medication, oxygen and a defibrillator, ensuring we are fully prepared for medical emergencies.

Service improvements

We have streamlined the process for our Medical Reports Team to work to improve turnaround time for these requests. All requests for letters and reports are now to be made online through the form available on our practice website. Once a request has been submitted, the team will contact the patient directly.

Feedback & complaints

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



Our team

The Lead GP left the practice and a replacement will be announced once confirmed. New Pharmacist Ali has joined us. Welcome team lead Paige has left, but we now have the wonderful Emanuela, who has been promoted to lead the team.