

Lewisham Medical Centre PPG Summary 2025

Introduction

In 2025, we held several Patient Participation Group (PPG) meetings at Lewisham Medical Centre. 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 are continually working to see where issues are that are leading to long wait times. On the back of this, we have introduced more GP sessions, a PA (Physician Associate) and a Mental Health Nurse. We also have a Physio on site once a week, freeing up more appointments with the GP.

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.

Service improvements

We have streamlined processes for our Administrative Team to work to improve response time and faster referral processing. All of this works towards giving patients great care in a reasonable time frame.

Flu vaccine campaign

We are continuously supporting our patients to attend the surgery for their annual flu vaccine. We have been working in the background with our recalls team to do all we can to encourage engagement. Also, to help with accessibility, we have been holding late and weekend clinics.

Feedback & complaints

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



Our team

The Lead GP, Dr Dearlove, has moved to another site within our organisation. We currently have Dr Sarah Hawxwell as acting Lead.