

Nightingale Surgery PPG Summary

2025

Introduction

In 2025, we held several Patient Participation Group (PPG) meetings at Nightingale 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 make sure patients can access care as quickly as possible. This has been achieved by adding more GP sessions, having a Mental Health Nurse and Physio on site once a week.

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.

Practice environment improvements

We are working closely with building management to review and improve the front desk area to make the patient journey through reception smoother.

Feedback & complaints

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

Our team

Our Lead GP has left the practice and a replacement will be announced once confirmed.