

Penrose Surgery & Maddock Way

PPG Summary 2025

Introduction

In 2025, we held several Patient Participation Group (PPG) meetings at Penrose Surgery & Maddock Way. 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 availability and patient demand to ensure appointments are used effectively. To assist with GP wait times, we have introduced 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 experience improvements

Patients raised concerns regarding privacy when taking their blood pressure and height weight. This feedback was reviewed so we could see where improvements can be made, and we moved both machines to a more private area, so patients feel more comfortable when doing vitals.

Missed appointments

We discussed the impact of missed appointments and the importance of cancelling appointments patients no longer require. We not only stressed the cost to the NHS, but also the impact that these appointments can have on the GP wait times.

Feedback & complaints

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



Our team

The lead GP, Dr Allen, is currently on paternity leave. We have Dr Brodie as acting GP lead until his return. We also welcome Michelle, the new PA, to the team.