

THE POWER OF ENGAGEMENT

YOU ASKED FOR IT, WE DELIVERED

THANK YOU FOR THE FEEDBACK!

Here are some of the examples of the feedback we have received from patients and staff:

“First visit to the hub and the experience was a good one. It was easy to book, I was seen early and the GP consultation went well. Thank you”

“Doctor was very comprehensive in his explanation”

“Excellent Services need to tell my work colleagues”

“Excellent staff and service, thanks”

“Very happy working at the company”

““We are immensely proud to work for Greenwich Health and well supported by the Management team as well as Directors””

“Stopped me from going to A&E”

““Exceptional service, thanks very much for having a weekend service. Very useful for a full time working single mum””

“The hub is a marvellous resource when it can be very difficult to book with your GP”

“Lovely GP. Very helpful & made me feel at ease. Please keep service up”

BOOKING PROCESS

GREENWICH HEALTH CURRENTLY EXPLAINS THE GP ACCESS HUB BOOKING PROCESS VIA LEAFLETS, APPOINTMENT CARDS, WEBSITE AND SOCIAL MEDIA.

YOU SAID:



“Too difficult to communicate with hub regarding attending appointment but very flexible when there”

“More advertising regarding this service is needed”

“Patient have complained re changing appointments or having to cancel them - not being able to do so easily.”

WE DELIVERED:



Redesign Greenwich Health Patient Communication:
-Posters
-Leaflets
-Appointment Cards
To include appointments cancellation options

Create “Booking appointments with Greenwich Health ” script for all receptionists

Introduce appointment reminders and cancellation options via text and online



WIDER TEAM ENGAGEMENT

Greenwich Health engages with the team via:

Monthly Clinical Governance Newsletters to GPs and LLP members

Annual General Meeting which took place in November 2018

“Summer Social” in August 2018 and “Christmas Party” in December 2018

Practice Managers Forum

Protective Learning Time

**YOU
SAID:**



“Regular Meetings to discuss improvements from all aspects (Management/Receptions/GP's) ”

“We need more group activities where everyone is involved”

**WE
DELIVERED:**



Create Reception/ Admin Newsletter

Organise GH reception meetings

Organise GH team “Active Meetings”

NURSING/DRESSING SERVICE

Greenwich Health has approached CCG about developing a Dressing clinic last year. Since the 360° Survey results collection, Greenwich Health has managed to open the Dressing Clinic in December 2018 to meet the needs of the patients and help to reduce Urgent Care attendances.

YOU SAID:



“Shame I could not have my dressing changed today”

“Ability to refer for diagnostic tests, acute nursing service (dressings)”

WE DELIVERED:



Dressing Clinic set up and opened from December 2018 at Thamesmead Health Centre.

Service expanded to Eltham Community Hospital In February 2019



Greenwich Health has developed a policy for GP Lateness which is being reviewed on monthly basis during our Clinical Governance meeting

YOU SAID:



“Had to phone GP 3 times before offering appointment. Hub GP 30 min. late!!”

“Had to wait to see Hub GP for half an hour”

“1/2 hour wait my appointment 5:20, got in 5:50.”

“Seeing the doctor was great and he was very helpful with seeing my son but having to wait such a long time with a 1-year-old, that's not well I think is terrible!!”

WE DELIVERED:



✓ All GP Lateness is being reported and discussed during monthly Clinical Governance meetings at Greenwich Health office

✓ Communication of Policy and lateness to Reception Team

✓ 1 to 1 communication with GPs running late. Provide support and training to improve GPs lateness

✓ Working together with IT providers to reduce GP lateness caused by IT issues

NEW 360° SURVEY

GREENWICH HEALTH'S MISSION STATEMENT IS:

“TO PROVIDE HIGH QUALITY HEALTH CARE THAT BOTH PATIENTS AND CLINICIANS WOULD RECOMMEND TO OTHERS, COMMISSIONERS WOULD SELECT FOR THEIR LOCAL POPULATION AND EMPLOYEES ARE PROUD TO WORK FOR”

We strive to continue to improve and develop the services provided by Greenwich Health.

In order to achieve the above goals we would like to know your view on the current Greenwich Health services you may have used.

We would appreciate if you could take a minute of your time to complete the new 360° survey in relation to your most recent visit at the GP Access Hub / Live Well Centres / Diabetes 3TT / Dressings Clinic service.

PLEASE ASK RECEPTION TO TAKE PART IN THE SURVEY



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