

# L.L. MEDICAL CARE LTD (AGARWAL & AGRAWAL PRACTICE)



## PATIENT PARTICIPATION GROUP

### PPG MEETING AGENDA

FRIDAY 24<sup>TH</sup> MAY 2019

6PM TO 7.30PM

NO:	TOPIC	PRESENTER	TIME
1	Patient Participation Group – Welcome And Introductions	David	6pm
2	What is the PPG?	David	6.10pm
3	Progress Made From Last Meeting PPG, FFT Sample Comments, PPG Questionnaires and Results, NHS Choices, NHS Sample Comments, CQC, The Practice	David and Debbie	6.15pm
4	Website Changes	David	6.50pm
5	Questions & Answer Session	Debbie	7pm
	<b>END</b>		7.30pm

# L.L. MEDICAL CARE LTD (AGARWAL & AGRAWAL PRACTICE)



## PATIENT PARTICIPATION GROUP

### MAY 2019 PPG PRELIMINARY MEETING

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## **PATIENT PARTICIPATION GROUP - BACKGROUND INFORMATION**

1. What makes a good Patient Participation Group?
  - Accessibility is open and a good communication between the GP and PPG.
  - Buddying up with other practices in terms of space management with regards to PPG meeting, workshops etc.
  - A good diversity in the PPG, in terms of race, age and sex.
  - A good sense of enthusiastic between the GP and the PPG members.
  - Understanding the patients view and building good communication between the PPG members and the GP.
  - A positive aim.
  
2. What information or support would be useful? E.g. guidance notes, template documents, development/training workshops/other?
  - Updated JX boards.
  - Fundraising
  - Posters organised around the practice and on the GP website.
  - Advertisement of the GP WIFI.
  
3. How would you measure the success of your Patient Participation Group?
  - Surveys (online and in-house).
  - Survey results (graphs and backup information).
  - CCI inspections.
  
4. What do you think this project should focus on over the next 6 months?
  - Keeping our GPs.
  - CCG communication – minutes and a publicised report available for patients.
  - To equalise the funding for all GPs.
  - Language translation (documents) for patients of all languages.
  - To build a network of PPGs.

## WHAT IS THE ROLE OF THE PATIENT PARTICIPATION GROUP?

The patient participation group consists of patients who wish to be involved in the local practice whilst taking an active role in developing local health services.

The purpose of the group is to facilitate patients and the practice staff working together to share ideas to help improve the services offered at the practice in addition to sourcing out any local community services that would help enhance aspects of the patient's lives.

The group will also have the responsibility of helping patients to take more responsibility for their own health, the group also offers an avenue for patients to have a say in how services are planned, developed and evaluated to foster a good working relationship with the practice staff and GP's.

**L.L. MEDICAL CARE LTD (AGARWAL & AGRAWAL PRACTICE)**



**PATIENT PARTICIPATION GROUP**

## WHAT DOES A PATIENT PARTICIPATION GROUP DO?

- Help improve on the experience of attending the surgery
- Help the practice decide on overall service priorities
- Helps bring the attention of practice staff, the practice perspective of the level and standard of the services provided
- Acts as a channel in communicating to patients
  - How changes in the NHS will affect service provision
  - Information on the help available, support groups and networks
- Helps patients understand more about the medical conditions/problems
- Helps improve patients overall experience of the practice

## WHY SET UP A PPG?

Research tells us that effective engagement with patients;

- Improves quality of care and patient satisfaction
- Encourages patients as proactive partners rather than passive recipients of care
- Improves concordance with treatment
- Improves health outcomes
- Informs effective targeting of resources, saving time and money
- Is rewarding for professionals and improves relationships.

## **WHO ARE THE MEMBERS OF THE PATIENT PARTICIPATION GROUP?**

The group will comprise of;

- Chair Person
- Secretary
- Treasurer (if fundraising is involved)
- Carer (s)
- Group members (patients from across the surgery representing the practice population)
- GP
- Practice Manager
- Nurse

## **WHAT THE PATIENT PARTICIPATION GROUP IS NOT ABOUT**

*The group will not deal with personal medical issues or individual patient complaints as there is already an existing procedure to handle such matters.*

## **WHAT CAN ALL PATIENTS DO TO HELP THE PATIENT PARTICIPATION GROUP?**

The patient participation group's effectiveness is engineering the mutual working together of both patients and the practice staff to achieve a common goal in the provision of the best possible service.

To achieve this end will require patients communicating with the group and practice staff as a whole.

## **ABOUT THE PRACTICE**

The practice is family run with;

- Practice Manager (Debra Garey)
- Data Protection Officer (Radha Mutchuswamy)
- Scanning Administrator (Saif Askari)
- PPG/Website Administrator (David Cook)
- 5 doctors (Dr Agarwal, Dr V Agrawal, Dr S Agrawa, Dr Uddin, Dr T Ruba, Dr M Khan)
- 1 HCA (P Nwajagu)
- 2 nurses (Virginia Husaain and Ariton Boateng)
- 4 receptionists (Tina Brazier, Bushra Khalid, Rabia Tariq, Sandra Cole)

## **ATTACHED STAFF AT THE HEALTH CENTRE**

They work in conjunction with the surgery under the NHS umbrella. They are not employed by Langthorne Medical Centre;

- Midwife - The community midwife helps to run the ante-natal clinic every week and offers advice through pregnancy, during labour and the post-natal period.
- Health Visitors - They run the clinics at the health centre and assist with child health education, prevention of illness and childcare as an assessment of children's development.
- District Nurses - They provide nursing care in the home for the disabled, bedridden and sick that needs nursing care. They also hold clinics in the health centre where they deal with dressing, wounds, ear syringing etc.
- Chiropodists- This service is free to over 65's, children, the disabled and diabetic patients. There is also a home visiting service for the housebound.
- Phlebotomist – This service is now booked online by the patient or booked via a kiosk in the Phlebotomists clinic. The Phlebotomist clinics are now ran at Silverthorne, and ST James practices. For more information on the opening times and booking online options please visit - <https://www.nelft.nhs.uk/services-wf-community-phlebotomy>
- Physiotherapist - There is an on-site physiotherapy service to deal with acute and chronic muscular skeletal problems. The waiting time is shorter than the hospital physiotherapy service and is appreciated by patients.
- Dietician - This service is for everyone who is having problems with diet and weight.
- Diabetic Retinopathy - This is a new service for diabetic patients.
- Consultant Outreach Clinics - There are several clinics in the health centre for Gynaecology, Diabetes, Orthopaedic, Paediatric, Dermatology, and MRI Scanning.
- Dentist - This is only available to the elderly, disabled and children who meet the criteria.
- Ophthalmologist/Optomist - This is only available to children only.

## PROGRESS MADE FROM THE LAST MEETING

### PATIENT FEEDBACK

#### PPG PATIENT SURVEY 2018/2019

The PPG questionnaire was explained as well as the results. All members of the PPG group were satisfied with the results displayed on-screen and on the PPG information pack. The questionnaires were handed out, collected from the reception desk or were completed online from January to the beginning of March 2018.

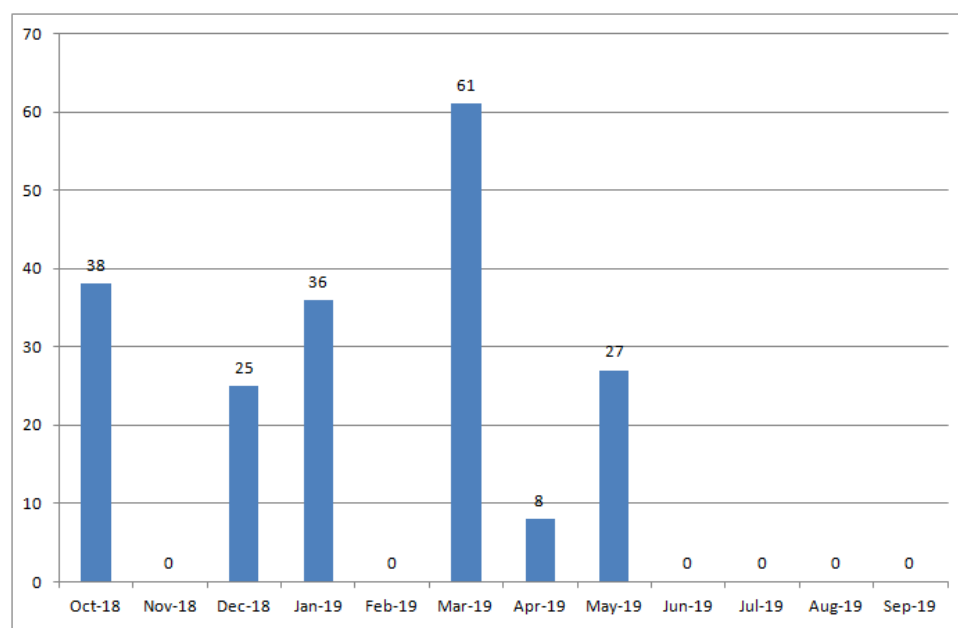
Feedback of the of the results were published on the PPG notice board in the patient waiting area and in a complete Yearly Patient Participation Group report. This report is also available on our website and on our NHS Choices page.

#### FRIENDS AND FAMILY TEST (FFT)

The FFT's are handed out, can be collected from the reception desk or now completed online or patients are asked to complete whilst waiting in the patients waiting area by David throughout the month. The results are submitted every month.

Below is a summary of the FFT comments since our last meeting.

	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Totals
<b>Extremely Likely</b>	11	0	10	10	0	20	10	28	0	0	0	0	89
<b>Likely</b>	14	0	5	10	0	20	8	38	0	0	0	0	95
<b>Neither/Nor</b>	1	0	5	2	0	1	8	4	0	0	0	0	21
<b>Unlikely</b>	0	0	0	0	0	0	0	3	0	0	0	0	3
<b>Extremely Unlikely</b>	0	0	0	0	0	0	0	1	0	0	0	0	1
<b>Total</b>	<u>26</u>	<u>0</u>	<u>20</u>	<u>22</u>	<u>0</u>	<u>41</u>	<u>26</u>	<u>74</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	209
<b>FFT SCORE</b>	38	0	25	36	0	61	8	27	0	0	0	0	195
<b>No of comments</b>	0	0	0	15	0	12	17	18	0	0	0	0	62
<b>% of Comments</b>	0	0	0	58	0	39	65	24	0	0	0	0	0





## **SAMPLE COMMENTS**

### **EXTREMELY LIKELY TO RECOMMEND**

- Easier to book appointments now that the phone lines are open earlier
- I always get an appointment when I need it. I get referred to special services when need. It is easy to use the website to book appointments and to also book blood tests online
- Myself and my family are extremely happy with the surgery in general. The reception staff are very helpful, polite and considerate, the doctors make referrals easy whenever they are needed. The only downside is booking appointments over the phone, it is almost impossible
- You can always get your appointment on the same day, booking blood tests has become easier. All the staff give good advice and I have been here for over 10 years
- Professional people that treat you with respect, I feel like I actually matter and the receptionists, doctors and nurses are trying to be helpful and informative

### **LIKELY TO RECOMMEND**

- Can you please install a self-checking screen as there are always queues at the reception and you end up being late for your appointment
- Appointments are hard to get and asking the GP for things like scans and xrays in a task is never fulfilled. I have suffered bad backpain for friends. The GP is friendly as are most of the staff
- There needs to be an easier system for checking in for appointments which does not involve queuing with other patients at the reception. Sometimes you have to wait 10 minutes just to check in with the result that you might be delayed for your appointment

### **UNLIKELY TO RECOMMEND**

- It is difficult to book an appointment over the phone. I have to turn up in person

**PPG QUESTIONNAIRES AND RESULTS**

Once a year, each practice produces a questionnaire and this questionnaire is used to measure patient feedback. At this practice, the questionnaires at this practice, are collated and inputted into an online survey service called Survey Monkey, which is only accessible by the practice manager and website developer/PPG Administrator.

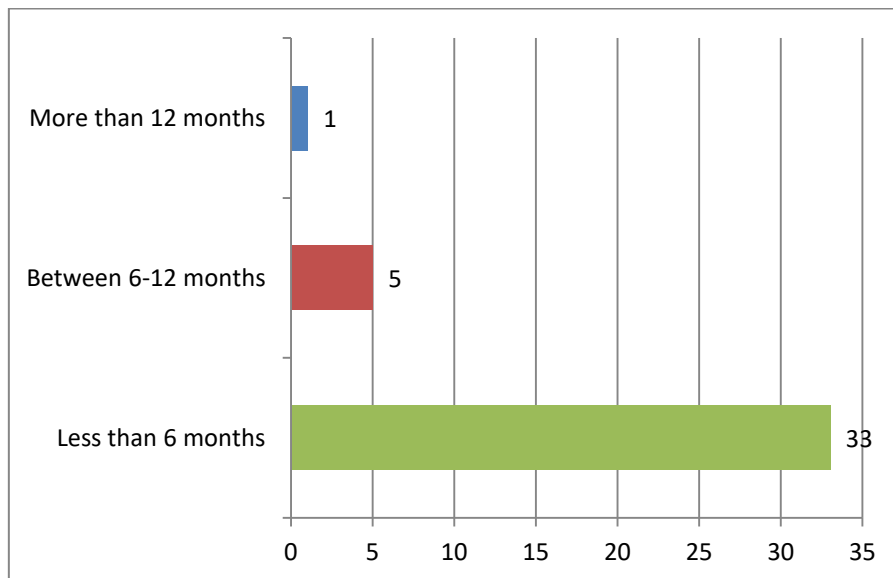
The results of the survey are then transferred into table and graph form and form part of a contractual requirement set by NHS England.

Over the course of January to February, David, during the last few weeks of April, handed out PPG questionnaires to patients waiting for appointments and contacted our PPG members, either by phone or by email and asked them to complete and hand in PPG questionnaires. PPG members were asked to complete their questionnaires online.

50 questionnaires were given by the deadline of Friday 26<sup>th</sup> April 2019 and 39 were returned, the results are as follows.

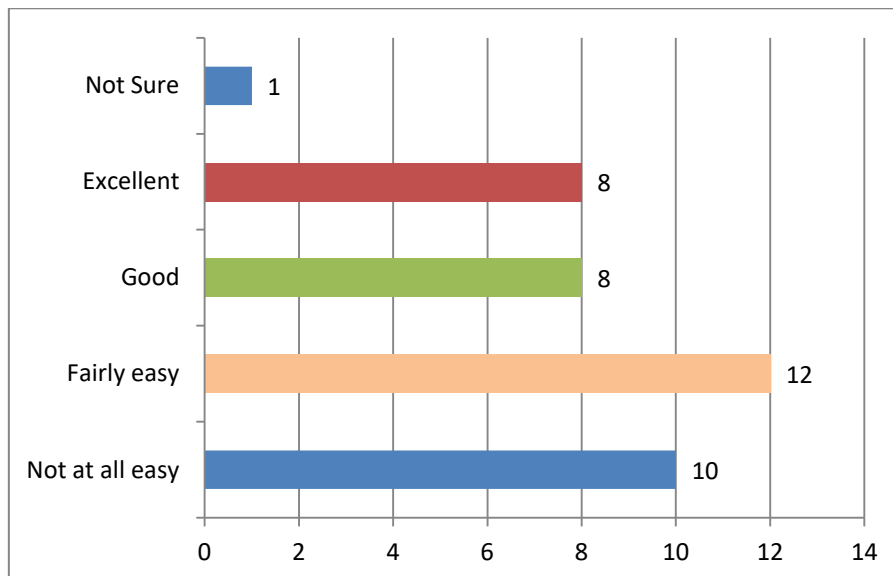
1. Please enter your e-mail address (this information will be kept confidential)
2. When did you last attend your GP surgery?

	Totals
Less than 6 months	33
Between 6-12 months	5
More than 12 months	1
<b>Total</b>	<b>39</b>



- Call holding times can be a bit consuming
  - It is sometimes hard to make an appointment
  - I have had to wait a long time for an answer and when I got an answer all the appointments are gone
  - It seems like the phones are busy most of the time
  - I've waited longer than 10 minutes before getting an answer
  - I wish they allowed us to be booking appointments in advance as most of the time, my days off I have to suffer until I get a day off for an appointment
  - The phone rings out most of the time
  - Great staff, but the phone needs an upgrade
  - With my work, my phone is often on silent and by the time I ring to make an appointment, all the appointments have been taken
  - I've found they are very easy to get through
  - There have been some long queues on the telephone, therefore the appointments are all gone by the time you manage to speak to a receptionist
  - There have been times when the phone lines have not been working
  - The medical services provided are excellent
  - As I live around the corner from the surgery, I always come in to make an appointment
3. In the past 6 months how easy have you found the Getting through to the surgery via the telephone?

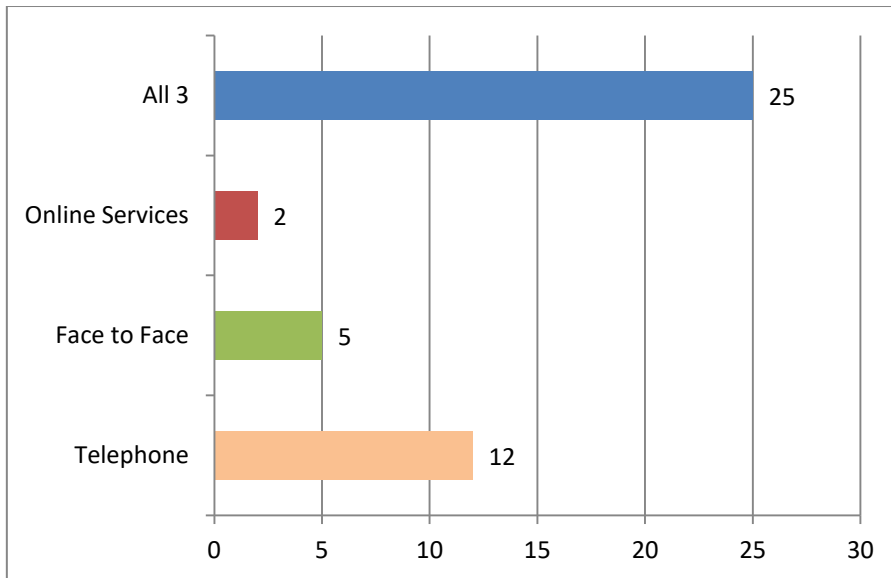
	Totals
Not at all easy	10
Fairly easy	12
Good	8
Excellent	8
Not Sure	1
<b>Total</b>	<b>39</b>



4. Based on your answer to question 3, how would you like to make an appointment with the practice? – **Online services were introduced in 2017 to make it easier for patients to book appointments from a mobile device (laptop, phone, ipad), from the comfort of their own home in an effort to make it easier for patients and GP practices, saving time and helping to reduce the workflow, giving more time to receptionists to answer patients queries at the reception desk**

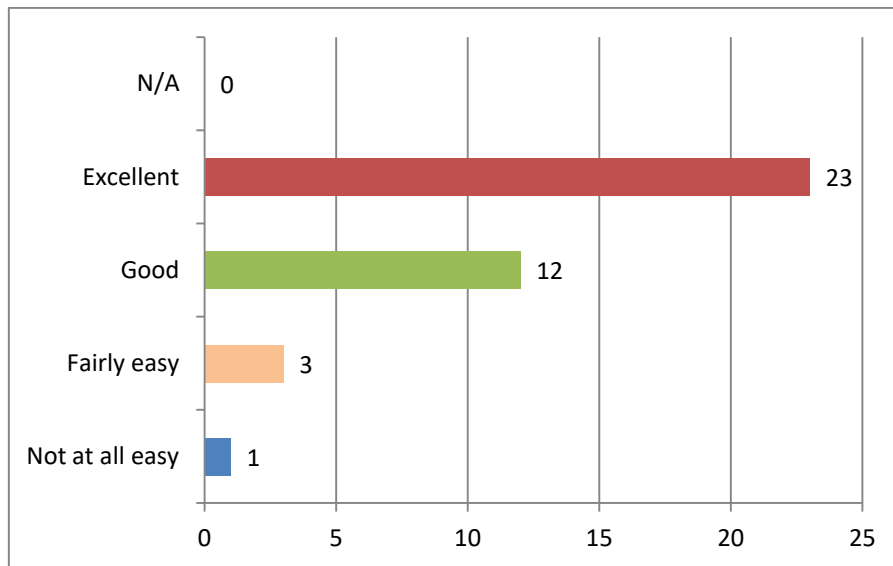
	Totals
Telephone	12
Face to Face	5
Online Services	2
All 3	25
<b>Total</b>	<b>44</b>

Some patients ticked this option also



5. How helpful do you find the receptionists?

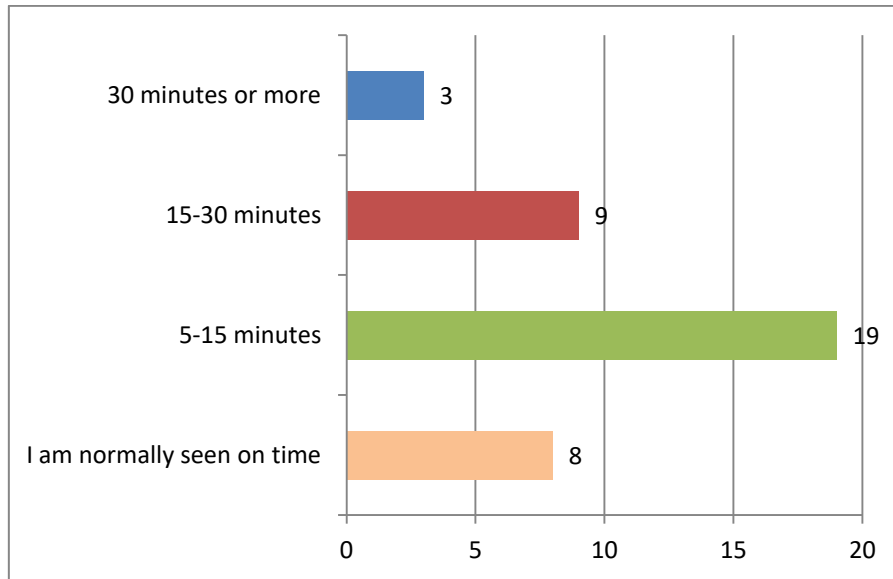
	Totals
Not at all easy	1
Fairly easy	3
Good	12
Excellent	23
N/A	0
<b>Total</b>	<b>39</b>



- The lack of communication can be a problem
- Most of them are excellent, particularly most of them with long service, some are not
- Very helpful
- The services offered by the receptionists are exceptionally good

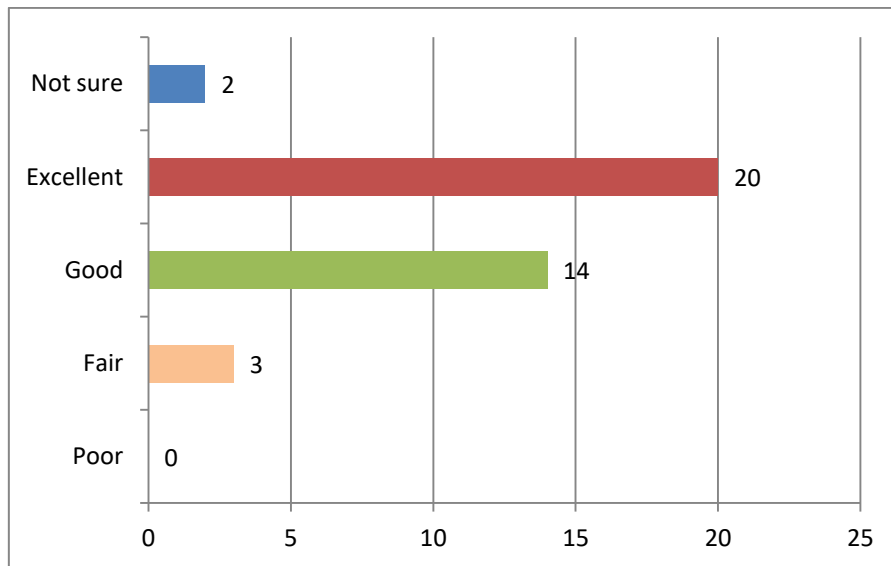
6. How long after your appointment time, do you normally wait to be seen?

	Totals
I am normally seen on time	8
5-15 minutes	19
15-30 minutes	9
30 minutes or more	3
<b>Total</b>	<b>39</b>



7. How do you rate the level of care that you have received from the nurses?

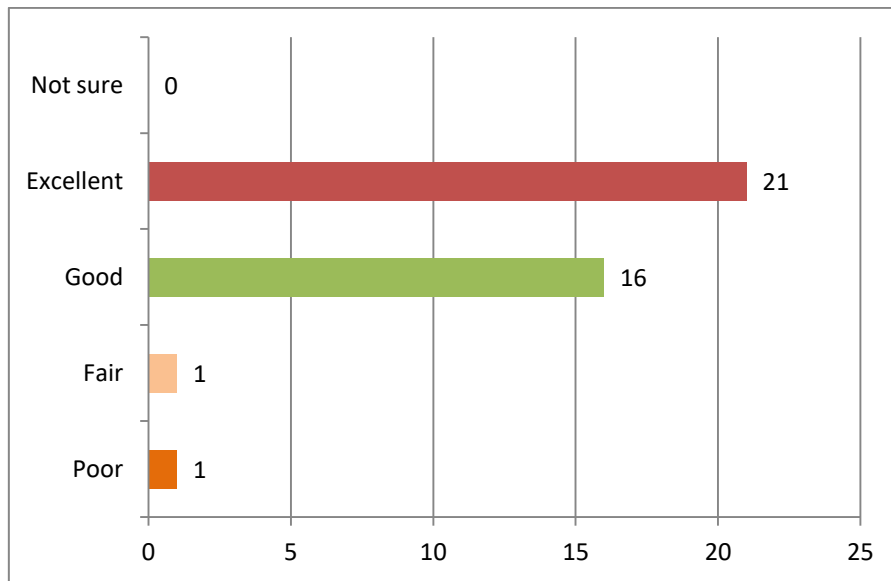
	Totals
Poor	0
Fair	3
Good	14
Excellent	20
Not sure	2
<b>Total</b>	<b>39</b>



- Any requirements I have they normally help out they best they can
- I haven't seen the nurses lately
- Appointments, with the nurses are normally long and time consuming

8. How do you rate the level of care that you received from the GP's?

	Totals
Poor	1
Fair	1
Good	16
Excellent	21
Not sure	0
<b>Total</b>	<b>39</b>

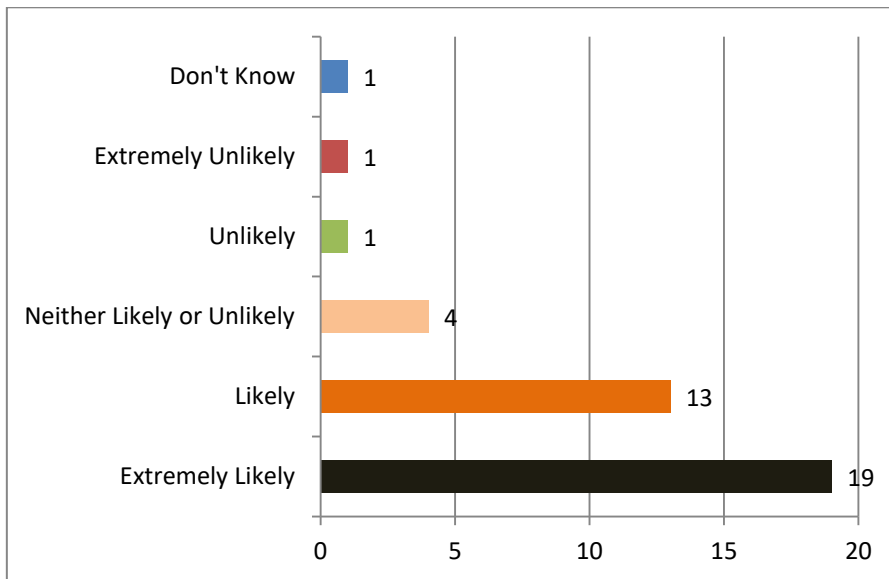


- I have not seen my regular Dr (Dr V Agrawal) for a long time. I have been seeing locum GP's and advanced nurse practitioner's
- The GP's give fairly good available time to patient's and explained all patient treatment very well
- Dr B Agrawal is excellent, she always actively listens and is compassionate



9. Would you recommend your GP surgery to a friend or relative who has just moved to your area?

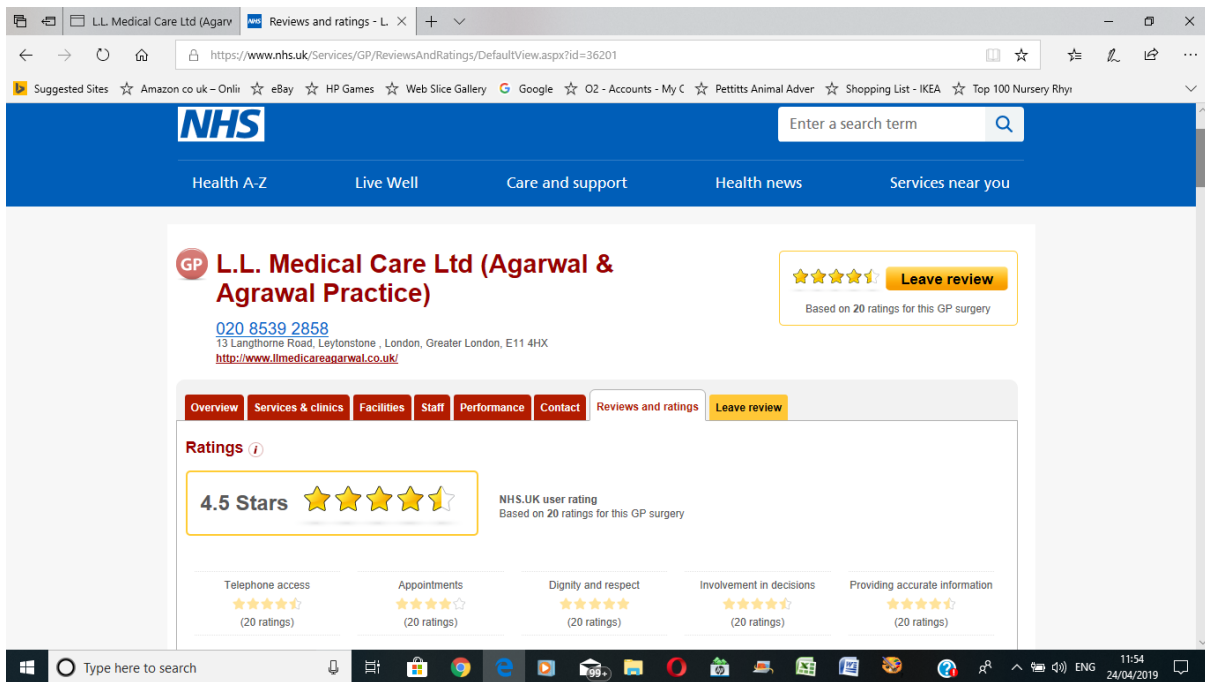
	Totals
Extremely Likely	19
Likely	13
Neither Likely or Unlikely	4
Unlikely	1
Extremely Unlikely	1
Don't Know	1
<b>Total</b>	<b>39</b>



- They are helpful, but the time taken for appointments can be straining on a busy person's day
- As I work in Clerkenwell, a Dr's appointment often means I have to take time off, the evening appointments are very good
- Satisfied completely today
- I would recommend to all new patients

## NHS CHOICES

Based on the screenshot below, taken on Wednesday 24<sup>th</sup> April 2019, the practice has gone down from 5 to 4<sup>1/2</sup>; this is based on 20 responses.



## SAMPLE COMMENTS

### Difficult to get through on the phone

To be honest I'm not one to write reviews however felt compelled to do so after switching to this practice based on the 5\* reviews on this site. There is more than one practice in the building - let's just say the Google reviews average out for the place at 2.8 stars (as of today)... I do honestly suspect some dishonest foul play re the 5\* rating on this site.

The good:

- Doctors / nurses / receptionists are kind and mostly helpful
- You can get a same day appointment

The bad

:

- If your appointment is not an 'emergency' (speak to the Doctor on phone or test results) they ask you to ring between 2.30 and 4.30. I have NEVER been able to get through to the receptionist in these times. The phone just rings off and then is cut out - almost as if someone at the other end is putting the phone down. Very frustrating as it's been almost a week of calling every day to try and get my results.

Please check the reviews on Google before switching to this Clinic...

**Visited in January 2019. Posted on 31 January 2019**

**L.L. Medical Care Ltd (Agarwal & Agrawal Practice) replied on 05 February 2019**

We are very sorry you have been unable to get through on the telephones, but feel the comment you made about dishonest foul play is unfair. We have had a new telephone system put in place which was dropping out after 4 rings. We had to have a call centre queuing system put in place, which will be up and running from Thursday 7th February. We are very sorry to anyone who has had this happen to them.

**GP Patient Well Being / Reception Customer Care**

The doctor I saw is a breath of Fresh Air! As soon as I entered her surgery, she made me feel extremely comfortable, due to her bubbly and efficient manner. She took her time to read the information and pictures of my ailment, that I had prepared for her update. She commended me on this.

She made the consultation feel so stress-less. I didn't feel rushed and she was attentive enough to recommend basic screening and follow-ups. I would definitely recommend this pleasant GP. The receptionists, particularly one is always so pleasant and efficient. This is whether she is speaking on the phone, or when I visit the surgery in person.

Thank you from a very satisfied patient

**Visited in July 2018. Posted on 19 July 2018**

**The best GP**

The staff are very helpful and polite ,doctors really caring took the time to listen, And show kindness and concern for patients and make referral quickly if needed. I would recommend this GP

**Visited in July 2018. Posted on 18 July 2018**

**Won't change this practice at all**

I'm very content with my GP as they are very polite, helpful and the most I can get appointment on the same day, I can have my blood test done there and buy my medications at the same place, I don't have to keep running all over the places.

Thanks

**Visited in July 2018. Posted on 17 July 2018**

### **Grateful**

They were there for me when I really needed somebody to listen. I have been back a few times regarding my issues and the doctor genuinely seems concerned about how I am getting on. They have given me useful information and recommended me to another service within the NHS. I am grateful for the attention I received and would thank them for this.

**Visited in July 2018. Posted on 17 July 2018**

### **So glad I went**

I found when I went today that the doctor really listened to my concerns. There was quite a few things to discuss. I did not feel rushed and felt that I was fully understood. A plan of action was suggested and agreed upon by myself. There was a lot of concern given from the doctor towards the problems I have. So much so that I am going again next week for a double appointment to try and get to the bottom of things. I honestly came out of there feeling that somebody cared, which was a good feeling. Thank you

**Visited in July 2018. Posted on 17 July 2018**

### **Can't recommend this GP enough**

the staff are very polite, helpful and very competent. the doctors are good too and can make referral quickly when needed.

**Visited in July 2018. Posted on 17 July 2018**

### **Pleased**

I've seen many GP's in London. I do not wish to change, this is my favourite practice.

**Visited in July 2018. Posted on 07 July 2018**

## THE PRACTICE

### NHS PRESCRIPTION CHARGES APRIL 1<sup>ST</sup> 2019

The screenshot shows the website for L.L. Medical Care Ltd (Agarwal & Agrawal Practice) at Langthorne Health Centre, 13 Langthorne Road, Leytonstone, London, E11 4HX. The telephone number is 020 8539 2858. The website has a navigation menu with links for Home, New Patients, Appointments, Clinics, Prescriptions, Staff, Your Views, Your Health, Policies, Useful Links, and Contact Us. The main content area is titled 'NHS CHARGES' and contains the following text:

**NHS CHARGES**  
These charges apply in England only. In Northern Ireland, Scotland and Wales, prescriptions are free of charge, this information is true as of April 1st 2019.

- Prescription charge (per item): £9.00
- 3 month PPC: £29.10. This saves you money if you need 4 or more items in 3 months
- 12 month (PPC): £104.00. This saves you money if you need 14 or more items in 12 months
- If you will have to pay for four or more prescription items in three months, or more than 14 items in 12 months, you may find it cheaper to buy a PPC. PPCs are available by 10 monthly direct debit instalment payments. The PPCs allow anyone to obtain all the prescriptions they need from £2.00 per week

Find out more about the [prescription prepayment certificate](#).

If you need to access the services or medicines are free please visit the links below:

- Medicines administered at a hospital or an [NHS walk-in centre](#).
- Prescribed contraceptives.
- Medicines personally administered by a GP or provided via a [Patient Group Direction \(PGD\)](#)
- Medicines supplied at a hospital or clinical commissioning group (CCG) clinic for the treatment of a [sexually transmitted infection](#), [tuberculosis](#) or for the treatment of a mental disorder for those subject to a [supervised community treatment order](#)

### TELEPHONE LINES AND OPENING HOURS

Telephone lines/Online Access – A message was put on the NHS Choices page to reference the best time to contact the practice via the telephone, is between 2.30pm and 4.30pm.

The practice operating times have been changed are explained below.

#### RECEPTION OPENING HOURS

- Monday, Tuesday, Wednesday And Friday: 8.00am – 7.30pm
- Thursday: 8.00am – 1.00pm, from 1.00pm, the reception is still open, but only for patient queries and prescriptions, as all medical appointments at this time are managed by GP extended services.

#### SURGERY OPENING HOURS

- Monday and Tuesday: 9.00am – 12.30pm, 2.30pm – 7.00pm
- Wednesday and Friday: 9.00am – 12.30pm, 2.30pm – 7.00pm
- Thursday: 9.00am – 12.30pm

When contacting the practice over there phone, the patient is given several options via the selection of a button of their choice.

## **TRAVEL IMMUNISATIONS**

Patients, who wish to travel abroad will need to book an appointment with the practice nurse. This should be within **4-6 weeks** before travelling.

The practice has a duty to provide nursing care to all patient's and has to create a balance of appointment types. For this reason, a maximum of 3 patient's can be booked into any one nursing session for travel vaccinations. Some families may have to be booked over more than one session.

There is a real risk of catching a small number of serious diseases, even in the Mediterranean so check with the surgery in plenty of time before you travel to ensure that you are protected.

Please book your immunisations 4-6 weeks before you plan to travel, as you will need to book 2 appointments;

1. Please make sure that you have completed an travel risk assessment form before you attend this appointment, as you may not be seen without the completed form.
2. The 2nd appointment for being given the immunisation (s).

Please note that not all travel immunisations are not available on the NHS.

It is important to book the appointment at least 6 weeks before you are due to travel as a second appointment is needed with the nurse ts before you travel to allow the vaccinations to take effect.

Some travel vaccinations are ordered on private prescriptions and are charged. Our clinicians give the vaccinations (this appointment has to be at least 2 week charges over the normal prescription charge, this is because not all travel vaccinations are included in the services provided by the NHS.

## **PATIENT CORRESPONDANCE TO AND FROM THE PRACTICE AND NHS SERVICES**

All correspondence are now sent to the designated NHS service via email as fax services are no longer used by the practice.

## WEBSITE CHANGES

### DATE OF CHANGE AND CHANGE (S) MADE

#### 1<sup>st</sup> April 2019 – 19<sup>th</sup> April 2019

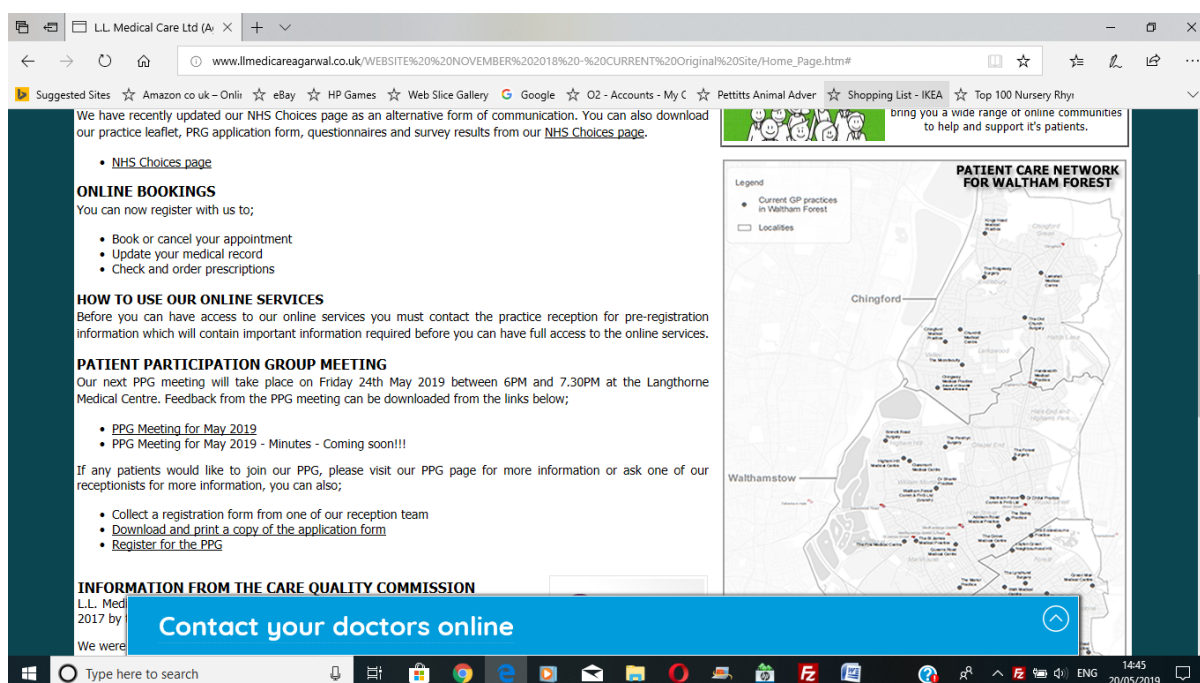
1. Updated the Homepage, with an image of Patient Care Networks, complete with links to the map and Q&A Pdf's.
2. Updated the New Patient's page with dates of new patient registrations.
3. Updated the Immunisations tab on the Clinics page with updated information on new travel immunisation procedures and a link to the "Travel Risk Assessment Form" to be completed by patient's before they attend travel related appointments.
4. Updated the Prescriptions page with updated Prescription costs from the 1<sup>st</sup> April 2019, complete with a link for patient's to find further information regarding the prescription cost increase.
5. Updated the Staff page with information on new and departed staff.
6. Updated the Contacts page by removing the fax number from the page.
7. Updated the Accessibility page with clear instructions on how to access the website using shortcut keys and actions when the website is used from other web browsers.
8. Updated the Sitemap page with links to;
  - PCN Map and Q&A pdf's
  - Travel Risk Assessment Form
  - April 2019 patient newsletter, and text prepared for future links
9. Updated the Documents page with links to;
  - PCN Map and Q&A pdf's
  - Travel Risk Assessment Form
  - April 2019 patient newsletter, and text prepared for future links
10. Updated the NHS Choices page with updated information on new travel immunisation procedures and a link to the "Travel Risk Assessment Form" to be completed by patient's before they attend travel related appointments.
11. Updated the NHS Choices page with information regarding the data collection of PPG questionnaires as they are being given out at the practice to patients attending appointments and all PPG member's ready for analysis and report preparation before and after the next PPG meeting.
12. Removed the practice fax number from the top of all website pages.

13. Updated and uploaded the following documents to the website and NHS Choices page;

- Patient Registration Form
- Treatment Of Consent For Under 16's
- Online Registration Forms
- Data Sharing Consent From
- Re-Referrals Letter
- PPG Questionnaire
- FFT Questionnaire
- Comments and Complaints Procedure
- Patient Newsletters

14. Updated all date stamps

**Uploaded to server on Monday 1<sup>st</sup> April 2019, Monday 15<sup>th</sup> April 2019, Tuesday 16<sup>th</sup> April 2019, Wednesday 17<sup>th</sup> April 2019, Thursday 18<sup>th</sup> April 2019 and Friday 19<sup>th</sup> April 2019**



Homepage (Homepage.htm)



# PPG MEETING MAY 2019

**REGISTRATION DATES**  
The surgery welcomes new patient's who live within our practice area.

We register new patients every 3 weeks, and the dates of our new patient registrations are as follows;

REGISTRATION DATES - 2019	
<b>JANUARY</b>	<b>JULY</b>
Monday 14th January to Sunday 20th January	Monday 22nd July to 28th July
<b>FEBRUARY</b>	<b>AUGUST</b>
Monday 4th February to Sunday 10th February	Monday 12th August to Sunday 18th August
Monday 25th February to Sunday 3rd March	<b>SEPTEMBER</b>
<b>MARCH</b>	Monday 2nd September to 8th September
Monday 18th March to Sunday 24th March	Monday 23rd September to Sunday 29th September
<b>APRIL</b>	<b>OCTOBER</b>
Monday 8th April to 14th March	Monday 14th October to Sunday 20th October
Monday 29th April to Sunday 5th May	Monday 22nd October to Sunday 28th October
<b>MAY</b>	<b>NOVEMBER</b>
Monday 20th May to Sunday 26th May	Monday 4th November to 10th November
<b>JUNE</b>	Monday 25th November to Sunday 1st December
Monday 10th June to Sunday 16th June	<b>DECEMBER</b>
<b>JULY</b>	Monday 16th December to Sunday 22nd December
Monday 1st July to Sunday 7th July	<b>THE PRACTICE IS CLOSED ON WEDNESDAY 25TH AND THURSDAY 26TH</b>
	<b>DECEMBER</b>

Website updated on Friday 19th April 2019

New Patient's Page (New\_Patients.htm)

**TRAVEL IMMUNISATIONS**  
Patients, who wish to travel abroad will need to book an appointment with the practice nurse. This should be within **4-6 weeks** before travelling.

The practice has a duty to provide nursing care to all patient's and has to create a balance of appointment types. For this reason, a maximum of 3 patient's can be booked into any one nursing session for travel vaccinations. Some families may have to be booked over more than one session.

There is a real risk of catching a small number of serious diseases, even in the Mediterranean so check with the surgery in plenty of time before you travel to ensure that you are protected.

Please book your immunisations 4-6 weeks before you plan to travel, as you will need to book 2 appointments;

1. Please make sure that you have completed a [travel risk assessment form](#) before you attend this appointment, as you may not be seen without the completed form.
2. The 2nd appointment for being given the immunisation (s).

Please note that not all travel immunisations are not available on the NHS.

NHS nurse's are not able to administer travel vaccinations within 10 days of travel. In this case, patient's will have to go to a travel clinic.

Click on the links below to find out information and countries and immunisations via the links below;

[Europe and Russia](#)
[North America](#)
[Central America](#)
[South America](#)
[Caribbean](#)  
[Africa](#)
[Middle East](#)
[Central Asia](#)
[East Asia](#)
[Australasia and Pacific](#)

It is important to book the appointment at least 6 weeks before you are due to travel as a second appointment is needed with the nurse ts before you travel to allow the vaccinations to take effect.

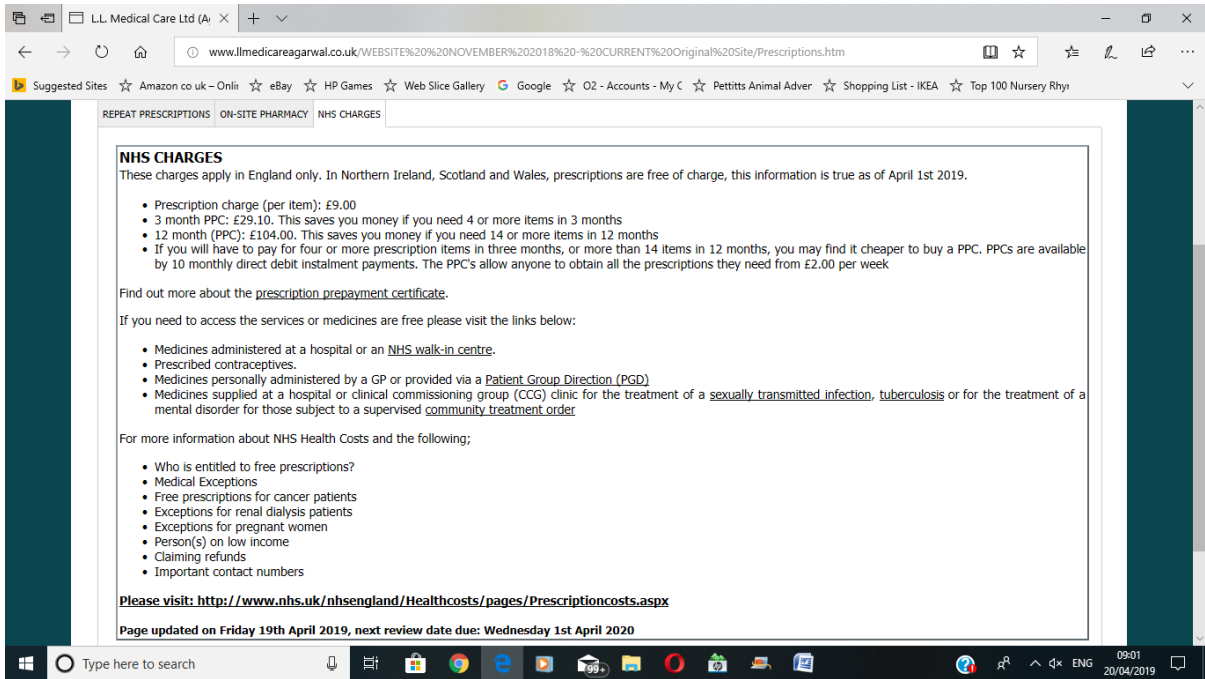
Some travel vaccinations are ordered on private prescriptions and are charged. Our clinicians give the vaccinations (this appointment has to be at least 2 week charges over the normal prescription charge, this is because not all travel vaccinations are included in the services provided by the NHS.

**To book an your appointment please ask one of our receptionists to book your appointment**

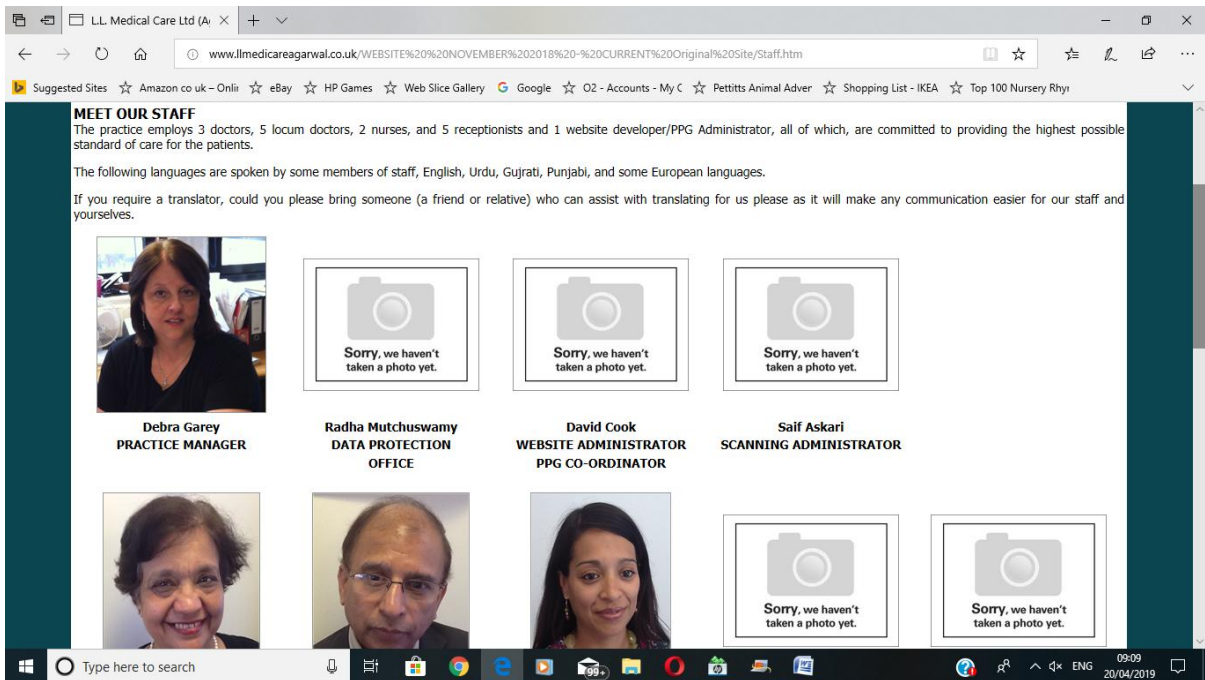
Website updated on Friday 19th April 2019

Clinics Page (Clinic's.htm)

# PPG MEETING MAY 2019



Prescriptions Page (Prescriptions.htm)



Staff Page (Staff.htm)

# PPG MEETING MAY 2019

The screenshot shows the contact page of L.L. Medical Care Ltd (Agarwal & Agrawal Practice). The page features a header with the practice name and address: Langthorne Health Centre, 13 Langthorne Road, Leytonstone, London, E11 4HX. Below the header is a navigation menu with links for Home, New Patients, Appointments, Clinics, Prescriptions, Staff, Your Views, Your Health, Policies, Useful Links, and Contact Us. The main content area is divided into two columns. The left column contains contact details, including the practice name, address, telephone number (020 8539 2858), and a list of useful contact numbers for NHS Referrals, NHS Direct, Whipps Cross Hospital, Smoking Advice Clinic, GP Extended Services, Carer's First, and Langthorne Pharmacy. The right column features a map of the Langthorne Health Centre location, showing the address and a 2.9-star rating with 33 reviews. The page also includes a language selection dropdown, a newsletter sign-up form for April 2019, and a practice leaflet selection form. The Windows taskbar at the bottom shows the date as 20/04/2019 and the time as 09:12.

Contact page (Contact.htm)

The screenshot shows the accessibility page of L.L. Medical Care Ltd (Agarwal & Agrawal Practice). The page features a header with the practice name and address: Langthorne Health Centre, 13 Langthorne Road, Leytonstone, London, E11 4HX. Below the header is a navigation menu with links for Home, New Patients, Appointments, Clinics, Prescriptions, Staff, Your Views, Your Health, Policies, Useful Links, and Contact Us. The main content area is titled "WEBSITE ACCESSIBILITY" and contains the following text: "It is really important to us that as many people as possible can access the information on this website. Rather than create a different accessible version of this website we have tried to make one site useful to all visitors. Below you will find some general information that should help you to browse this website and many others too." The page also includes a link to the BBC website's "My web my way" section, a section titled "MAKING YOUR WEBSITE MORE ACCESSIBLE" with a list of popular web browsers, and a section titled "BASIC ZOOM INSTRUCTIONS" with a list of zoom instructions for Windows and Mac. The page also includes a language selection dropdown, a newsletter sign-up form for April 2019, and a practice leaflet selection form. The Windows taskbar at the bottom shows the date as 20/04/2019 and the time as 09:13.

Accessibility Page (Accessibility.htm)

# PPG MEETING MAY 2019

LL Medical Care Ltd (A) x

www.limedcareagrawal.co.uk/WEBSITE%20%20NOVEMBER%202018%20-%20CURRENT%20Original%20Site/Sitemap.htm

Suggested Sites: Amazon.co.uk - Onlin, eBay, HP Games, Web Slice Gallery, Google, O2 - Accounts - My C, Pettits Animal Adver, Shopping List - IKEA, Top 100 Nursery Rhy

- Be aware that advertising might influence the website contents - check for commercial sponsorship or for advertising which might influence the information on the website
- Check that the website is updated regularly
- Be cautious of online diagnoses or consultations
- Check the websites privacy and confidentiality policies
- Bear in mind that website information or advice sourced from outside of the UK might describe treatments not available in the UK

As from the date specified at the bottom of this page, all links, internal and external are correct.

HOME PAGE	NEW PATIENTS	Practice Leaflets 2018	Practice Charters 2018	APPOINTMENTS
<b>GDPR</b> <a href="#">GDPR Policy May 2018</a> <a href="#">Fair Processing and GDPR</a>	<b>Registration Dates</b> <a href="#">Up-to-date Practice Details</a> <b>Passport Signing</b>	<a href="#">Albanian Practice Leaflet 2018</a> <a href="#">Arabic Patient Leaflet 2018</a> <a href="#">Bulgarian Practice Leaflet 2018</a> <a href="#">Chinese (Cantonese) Practice Leaflet 2018</a> <a href="#">Chinese (Mandarin) Practice Leaflet 2018</a> <a href="#">English Practice Leaflet 2018</a> <a href="#">French Practice Leaflet 2018</a> <a href="#">Hindi Practice Leaflet 2018</a> <a href="#">Italian Practice Leaflet 2018</a> <a href="#">Lithuanian Practice Leaflet 2018</a> <a href="#">Polish Practice Leaflet 2018</a> <a href="#">Portuguese Practice Leaflet 2018</a> <a href="#">Romanian Practice Leaflet 2018</a> <a href="#">Russian Practice Leaflet 2018</a> <a href="#">Spanish Practice Leaflet 2018</a> <a href="#">Urdu Practice Leaflet 2018</a>	<a href="#">Albanian Practice Charter 2018</a> <a href="#">Arabic Practice Charter 2018</a> <a href="#">Bulgarian Practice Charter 2018</a> <a href="#">Chinese (Cantonese) Practice Charter 2018</a> <a href="#">Chinese (Mandarin) Practice Charter 2018</a> <a href="#">English Practice Charter 2018</a> <a href="#">French Practice Charter 2018</a> <a href="#">Hindi Practice Charter 2018</a> <a href="#">Italian Practice Charter 2018</a> <a href="#">Lithuanian Practice Charter 2018</a> <a href="#">Polish Practice Charter 2018</a> <a href="#">Portuguese Practice Charter 2018</a> <a href="#">Romanian Practice Charter 2018</a> <a href="#">Russian Practice Charter 2018</a> <a href="#">Spanish Practice Charter 2018</a> <a href="#">Urdu Practice Charter 2018</a>	<b>Surgery Opening Times</b> <b>Booking Appointments</b> <b>Emergency Appointments</b>
<b>CQC</b> <a href="#">CQC Report August 2018</a> <a href="#">Statement of Purpose</a>	<b>New Patient Registration</b> <a href="#">GMS1 Registration Form</a> <a href="#">Complete Registration Form</a> <a href="#">Treatment Of Consent</a> <a href="#">Online Registration Application Form</a> <a href="#">Online Registration Application FAOS</a> <a href="#">GDPR Policy May 2018</a> <a href="#">Data Sharing Consent Form</a>	<b>GDPR Policies 2018</b> <a href="#">Albanian Policy May 2018</a> <a href="#">Arabic Policy May 2018</a> <a href="#">Bulgarian Policy May 2018</a> <a href="#">Chinese (Cantonese) Policy May 2018</a> <a href="#">Chinese (Mandarin) Policy May 2018</a> <a href="#">English Policy May 2018</a> <a href="#">French Policy May 2018</a> <a href="#">Hindi Policy May 2018</a>	<b>Health Advice Links</b> <a href="#">NHS 111</a> <a href="#">NHS Choices</a> <a href="#">Dept of Health</a>	<b>Referrals</b> <a href="#">Online Referrals Booking Form</a> <a href="#">Managing Your Online Referral Re-Referral Letter</a>
<b>PPG</b> <a href="#">PPG Application Form</a> <a href="#">PPG Application Form - Online</a> <a href="#">PPG Online Survey</a> <a href="#">PPG Meeting for May 2018/2019</a> <a href="#">PPG Meeting Minutes for May 2018/2019</a>	<b>NHS Fact Sheets May 2018</b> <a href="#">Albanian Fact Sheet May 2018</a> <a href="#">Arabic Fact Sheet May 2018</a> <a href="#">Bulgarian Fact Sheet May 2018</a> <a href="#">Chinese (Cantonese) Fact Sheet May 2018</a> <a href="#">Chinese (Mandarin) Fact Sheet May 2018</a> <a href="#">English Fact Sheet May 2018</a> <a href="#">French Fact Sheet May 2018</a> <a href="#">Hindi Fact Sheet May 2018</a> <a href="#">Italian Fact Sheet May 2018</a> <a href="#">Lithuanian Fact Sheet May 2018</a> <a href="#">Polish Fact Sheet May 2018</a> <a href="#">Portuguese Fact Sheet May 2018</a> <a href="#">Romanian Fact Sheet May 2018</a>			<b>GP Extended Services</b> <b>FEDNET</b>
<b>Useful Patient Links</b> <a href="#">PPG Online Questionnaire</a> <a href="#">Friends And Family Test</a> <a href="#">EMIS Patient Access</a> <a href="#">Medical Guides &amp; Printable</a> <a href="#">Patient Information</a> <a href="#">Registration Documents</a> <a href="#">Practice Charters, Practice Leaflets, GDPR Policies, and NHS Fact Sheets</a>				<b>Online Services</b> <a href="#">GP Online Services</a> <a href="#">Find Your GP</a>
				<b>Carer's First</b> <a href="#">Carer's First Website</a> <a href="#">Carer's First Referral Form</a>
				<b>Sickness Certificates</b> <a href="#">Self-Certification Form (SC2)</a> <a href="#">DirectGov</a>
				<b>Home Visits</b> <b>Telephone Advice</b> <b>Private Medical Examinations</b>

Sitemap page (Sitemap.htm)

LL Medical Care Ltd (A) x

www.limedcareagrawal.co.uk/WEBSITE%20%20NOVEMBER%202018%20-%20CURRENT%20Original%20Site/Documents.htm

Suggested Sites: Amazon.co.uk - Onlin, eBay, HP Games, Web Slice Gallery, Google, O2 - Accounts - My C, Pettits Animal Adver, Shopping List - IKEA, Top 100 Nursery Rhy

- GDPR Policy May 2018
- Data Sharing Consent Form
- Re-Referrals Letter
- Self-Certification Form (SC2)

**CQC REPORTS**

- CQC Report August 2018
- CQC Report July 2017
- CQC Report November 2016

**PATIENT PARTICIPATION GROUP**

**APPLICATION FORMS**

- PPG Application Form 2016

**PPG REPORTS**

- PPG Report for May 2018-2019
- PPG Report for March 2017-2018
- PPG Report for March 2016-2017
- PPG Report for March 2015-2016
- PPG Report for March 2015-201

**PPG MEETINGS**

- PPG Meeting for May 2018-2019
- PPG Meeting for September 2017-2018
- PPG Meeting for March 2017-2018
- PPG Meeting for October 2016-2017
- PPG Meeting for March 2016-2017
- PPG Meeting for June 2015-2016
- PPG Meeting for March 2015-2016

**PRACTICE CHARTERS**

**GDPR POLICIES**

- Healthy Eating
- Blood Pressure Advice
- Complete Immunisations Table 2018
- Annual Flu Programme 2018-2019
- A Guide To Malicious-risk Zones
- Travel Risk Assessment Form
- Flu Vaccinations
- Patient Information (PIL) For Flu Nasal Spray
- Flu in Children - 5 Reasons
- Patient Information (PIL) For Rotarix
- Patient Information (PIL) For Bexxero
- Patient Information (PIL) For Zostavax
- Repeat Prescription Letter
- Carer's First Referral Letter
- Antibiotic Guardian Leaflet
- Comments And Complaints Procedure
- Practice Statement of Purpose
- GDPR Practice Leaflet
- PCN Map
- PCN Questions and Answers

**PATIENT NEWSLETTERS**

- April 2019
- May 2019
- June 2019
- July 2019
- August 2019
- September 2019
- October 2019
- November 2019
- December 2019
- January 2020
- February 2020
- March 2020

**NHS FACT SHEETS**

- Albanian
- Arabic
- Bulgarian
- Chinese (Cantonese)
- Chinese (Mandarin)
- English
- French
- Hindi
- Italian
- Lithuanian
- Polish
- Portuguese
- Romanian
- Russian
- Spanish
- Urdu

Documents Page (Documents.htm)

# PPG MEETING MAY 2019

LL. Medical Care Ltd (Agarwal) Overview - LL. Medical

https://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=36201

Suggested Sites Amazon.co.uk - Online eBay HP Games Web Slice Gallery Google O2 - Accounts - My C Pettitts Animal Adver Shopping List - IKEA Top 100 Nursery Rhym

Last updated on 17 July 2018. [Back to top](#)

### TRAVEL IMMUNISATIONS

Patient's who wish to travel abroad will need to book an appointment with the practice nurse. This should be before 4-6 weeks before travelling.

The practice has a duty to provide nursing care to all patients and has to create a balance of appointment types. For this reason, a maximum of 3 patient's can be booked into any one nursing session for travel vaccinations. Some families may have to be booked over more than one session.

There is a real risk of catching a small number of diseases, even in the Mediterranean so check with the surgery in plenty of time to ensure that you are protected.

Please book your immunisations 4-6 weeks before you plan to travel, as you will need to book 2 appointments:

1. Please make sure that you have completed a travel risk assessment form before you attend this appointment, as you may not be seen without the completed form.
2. The 2nd appointment for being given the immunisation (s).

NHS nurses are not able to administer travel vaccinations within 10 days of travel. In this case, patient's will have to go to a travel clinic.

Associated document  
[Travel Risk Assessment Form \(.pdf, 557.25 KB\)](#)

Last updated on 18 April 2019. [Back to top](#)

Last updated on 18 April 2019.  
 Information supplied by NHS Waltham Forest CCG [Report an issue with the information on this page](#)

Type here to search

## NHS Choices Page

LL. Medical Care Ltd (Agarwal) You are editing: Overview

https://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=36201#

Suggested Sites Amazon.co.uk - Online eBay HP Games Web Slice Gallery Google O2 - Accounts - My C Pettitts Animal Adver Shopping List - IKEA Top 100 Nursery Rhym

<http://www.llmedicalcareagarwal.co.uk/>

Overview Services & clinics Facilities Staff FAQ Performance Contact Reviews and ratings Leave review

How do I edit this?

News: eConsults eReferrals Sickness Certificates (SC2)

### Overview

[Edit](#)

**PATIENT PARTICIPATION GROUP MEETING AND PPG QUESTIONNAIRE DATA COLLECTION**

Our next PPG meeting is now due, currently David is collecting and collating questionnaires from patient's and PPG members.

If any patients would like to join our PPG, please visit our PPG page for more information or ask one of our receptionists for more information, you can also:

- Collect a registration form from one of our reception team
- Download and print a copy of the application form
- Register for the PPG

If you are happy for us to contact you occasionally by email, please click the link below to open the sign-up form and complete all the fields to also register with our patient participation group.

[Complete the Online Patient Participation Group Sign-up Form](#)

[Add a video](#)

[Edit](#)

**Key facts**

Registered patients	6057 patients
Weekday evening and weekend appointments offered here or nearby	YES Contact practice for appointment availability
Friends and Family Test score: General Practice	97% Patients recommend this practice. 31 responses.

[More information about this data](#)  
[More on how we perform](#)

[Edit](#)

We are currently accepting new patients  
 Please register during reception hours

Type here to search

## NHS Choices Page

## **IMPORTANT LINKS**

- Our practice website - <http://www.lmedicareagarwal.co.uk/>
- Our NHS Choices profile page  
<http://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=36201>
- eConsult - <https://lmedicareagarwal.webgp.com/treatmentCategory/showAll>
- eReferrals - <https://www.ebs.ncrs.nhs.uk/login>
- Fair Processing and GDPR - <http://eastlondonhcp.nhs.uk/our-work/fair-processing-and-gdpr/>
- Sicknote Certificates - <https://www.gov.uk/government/publications/statutory-sick-pay-employees-statement-of-sickness-sc2>

## **ATTACHED DOCUMENTS WITH THIS MEETING AGENDA**

- April 2019 Newsletter
- Travel Risk Assessment Form