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| By Florence Adewunmi | New Phone System The practice telephone system has changed to a better phone system, it is a cloud-based phone system.  It has helped to streamline our calls and the waiting is not more than 2 minutes waiting.  The receptionist team are working very hard to manage and contain the pressure. |
| Eastham Group Practice PPG | Talking and listening to Eastham's patients |
| Welling Medical Practice Newsletter Join your PPG   * Share your view * Achieve change! * Improve your service.   To support the surgery and its patients the PPG always needs new members.  Join us as an ACTIVE member (attending meetings in person) or as a VIRTUAL member via email (if you can't attend meetings in person)  TO FIND OUT MORE PLEASE CONTACT: Tina Lowe and Michelle Payne both are the admin persons  **Email**: [enquiries.wmp@nhs.net](mailto:enquiries.wmp@nhs.net)  Our next meeting will be **2nd July 2024 at 12:30.** | |
| **QOF/IIF ACHIEVEMENTS**  QOF stands for “Quality & Outcomes Framework” and IIF stands for “Investment & impact fund”. These are set by NHS UK, based on standardized practice, and are aimed at providing better care outcomes for patients.  Some examples of these targets include Asthma reviews, cervical screening, vaccinations, and so on. These targets are set annually with some being measured monthly and some quarterly, with a review at the end of the year (at the GP surgery level and across the PCN  We are delighted to announce that 2023-2024 saw us achieve some of the best QOF &IIF targets to date. We were able to provide you, our patients with nearly all procedures, review appointments, data required, and so on, compared to the NHS national average.  We are incredibly proud of our fantastic staff for helping us achieve this and we hope the hard work we’ve been carrying out has been noticed by you, too. | |