

Rt Hon. Helen Hayes Visits 306 Medical Centre at the Invitation of the Patient Participation Group



A warm welcome was extended to Helen Hayes MP on behalf of 306 Medical Centre and the Patient Participation Group (PPG). The group expressed their appreciation for her taking time from her busy schedule to meet with patients and staff, learn more about the services provided by the practice, and gain a deeper understanding of the challenges and opportunities facing primary care.



During the discussion, patients described the practice as “the best GP practice in Southwark,” praising its responsive service, accessible appointments, and patient-centred approach. The practice was repeatedly highlighted as a “beacon practice,” with patients urging that its successful model should not be disrupted by wider system changes and should instead be recognised as an example of best practice in patient access, continuity of care, and service delivery across primary care.

Attendees commended the practice’s caring ethos, knowledgeable and flexible reception team, high levels of patient satisfaction, strong staff retention, and the

personal relationships built with patients. One patient said they were “proud to be here” because of the practice’s “efficient and intelligent model of providing services,” while others noted that GP trainees had expressed a desire to return to the practice, reinforcing its reputation as a high-quality learning environment and an example of best practice.



The discussion also highlighted the importance of maintaining patient choice in how they access services, ensuring that those who are less confident with technology are not disadvantaged by increasing digitalisation. Patients shared positive experiences of the practice’s personalised care, proactive communication, and commitment to meeting the needs of its diverse patient population.

The meeting concluded with a strong message of support for preserving the practice’s approach, recognising its excellent service during the COVID-19 pandemic and its longstanding reputation for listening, adapting, and putting patient experience first. Patients felt that 306 Medical Centre should be viewed not as an exception to be changed, but as a successful model of accessible, patient-focused general practice from which others could learn.

