

Sunbury Health Centre Group Practice
and
Patient Participation Group
Patients' Survey 2019

The Annual Patients' Survey for Sunbury Health Centre Group Practice (SHCGP) and Patient Participation Group (PPG) was carried out between Monday 29 April and Friday 17 May 2019.

1. Introduction

This report, which is a summary of the findings, is written in a similar format to recent years and has the following sections:

1. Introduction
2. Aims and Objectives
3. Methodology
4. Results
5. Conclusions

2. Aims and Objectives

The aim of the survey is to establish how patients feel about the services the Practice provides and suggest areas where improvements and/or developments could be made.

The results provide a valuable blend of quantitative and qualitative data and again, as in previous years, the outcomes of the 2019 survey will be reviewed by the Partners and the Practice Management Team (PMT) and will also be discussed with the PPG. These discussions will determine priorities that the Practice and PPG will work on in the coming year.

3. Methodology

A few changes were made to the 2018 questionnaire to ensure that the 2019 survey reflected the services the Practice now offers to patients.

The survey was accessible in three ways:

- on line, via SHCGP's web-site
- a paper copy was available at Reception
- questionnaires were also handed out by Reception staff as patients attended their appointments.

The vast majority of patients completed the questionnaire online and 828 questionnaires were received, which is 299 more than last year - over 50% increase. This is an extremely encouraging response and provides very valuable feedback for the PMT. It is thought that the use of Mjog (the text messaging service) to inform patients about the survey led to this significant increase in the number of responses received. It is interesting to note that even though the number of returns has increased the gender and age profile of respondents remains unchanged.

In addition to responding to set questions patients were given the opportunity to provide written comments. This enabled both qualitative and quantitative data to be gathered. Overall 1,346 comments were received (1,005 in 2018), providing extremely helpful information, thoughts and ideas for the development/improvement of services.

The very small number of paper based results was inputted into the 'Survey Monkey' web portal by members of the PPG, the software was then used to help analyse the data.

The assistance of the PPG members to enter and analyse the data was much appreciated by the Practice.

4. Results

It is important to note that not all respondents answered all questions, therefore the percentages quoted relate to those who answered that particular question. This year the substantial rise in the number of patients who took part in the survey means that the results provide a more reliable representation of patients' opinions. This may also explain some of the fluctuations in trends compared to 2018.

A summary of the findings, including both quantitative and quantitative data, and a response from the Practice (shown in italics) are presented in the following sections:

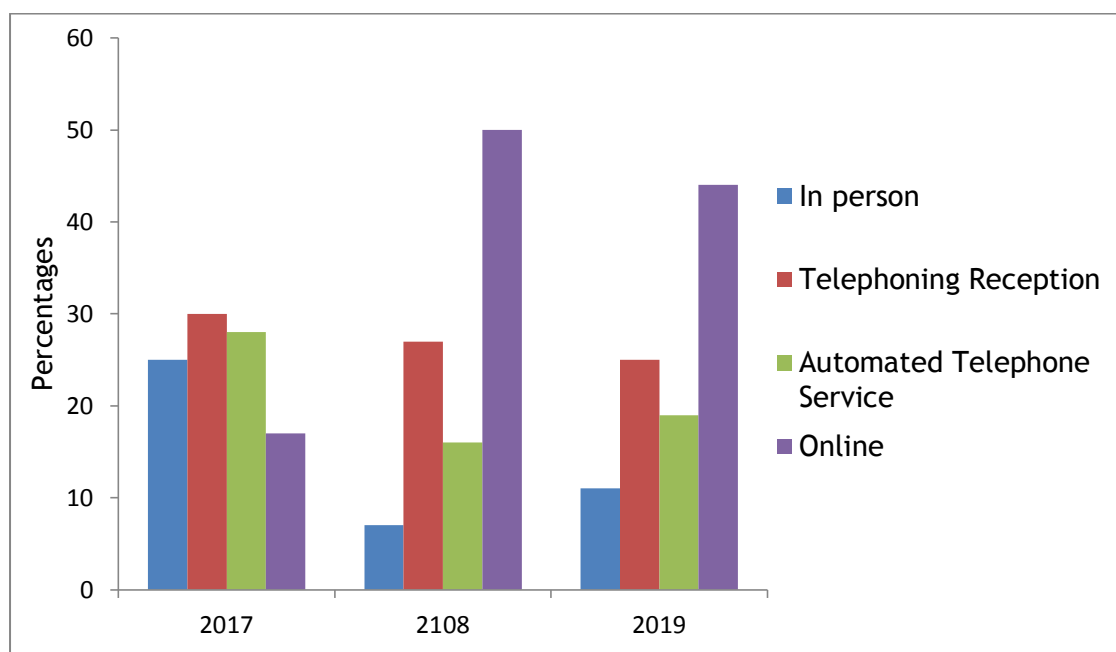
- A. Accessing Services
- B. Clinical Performance
- C. Overall Satisfaction with the Practice
- D. Demographics

A. Accessing Services

Booking an Appointment

Improving patient access has continued to be an important focus for the Practice. In particular this is being addressed through the development of a Multi-disciplinary Team, the introduction of Extended Access Clinics and the availability of online video consultation.

The chart below illustrates the way patients prefer to book an appointment. In 2017 a small number of patients made use of the online service, in 2018 this changed significantly with fewer patients visiting SHC in person. In 2019, whilst there have been slight fluctuations in numbers, the trend towards online/automated services has been maintained.



The automated telephone service - in 2019 43% of the patients who have used this service rated it *good* or better (compared to 46% in 2018). Only 43% of patients managed to make a '*satisfactory*' appointment (52% in 2018). These figures are disappointing, particularly the 9% fall in the number of patients who were able to make a satisfactory appointment. This

means that more people had an *unsatisfactory* rather than *satisfactory* experience.

Patients were given an opportunity to state why they had an unsatisfactory experience and 268 responses were received (more than for any other question). Patients' main reasons included:

- No available appointments (36%)
- Appointments offered were too far away (25%)
- Unable to see their preferred Doctor (11%).

Patients also expressed a concern about technological issues and the length of time it can take to get through to the service. A number of patients also expressed disappointment that they are unable to book an appointment for a Nurse through this service.

The Practice and PPG are reviewing the future use of this service because alternative technologies and the development of a multi-disciplinary team are highlighting the lack of flexibility and effectiveness of the automated telephone service.

Telephoning Reception - the number of patients who used this method to book an appointment was slightly less when compared to 2018. Respondents were however very positive about their experience to make an appointment; 71.2% rated it to be at least *good* (76% in 2018) and 48% rated it to be *very good* or *excellent* (as in 2018). Unfortunately there has been a 7% fall to 67% in the number of patients who were able to make a *satisfactory* appointment this way.

Patients were again given an opportunity to state why they had an unsatisfactory experience and the main reasons given were:

- The appointment offered was too far away (30%)
- No appointments were available (22%)
- Dissatisfaction with manner in which they were spoken to/dealt with (7%).
- Unable to make an appointment with their preferred Doctor (5%).

The online appointment system - the percentage of patients who have registered to use this service has remained stable at 68% (70% in 2018). The 77% of respondents (83% in 2018) who have used the online system to book an appointment rated the experience as at least *good*, 30% judged it to be *excellent* (31% in 2018). 72% (78.5% in 2018) of respondents who used this system were able to make a *satisfactory* appointment

Patients gave the following reasons to explain why they had an unsatisfactory experience:

- The appointment offered was too far away (33%)
- Unable to make an appointment with preferred Doctor (14%).
- No appointments were available (10%)
- The number of appointments available when patients go online appears to be less/go more quickly than when the system was first introduced (9%)
- Technical issues (5%)

A number of patients also expressed disappointment that they are unable to book an appointment for a Nurse, for a blood test or for a child through this method.

The appointment booking system is currently under review. Whilst the online booking system is convenient for patients, it doesn't enable the

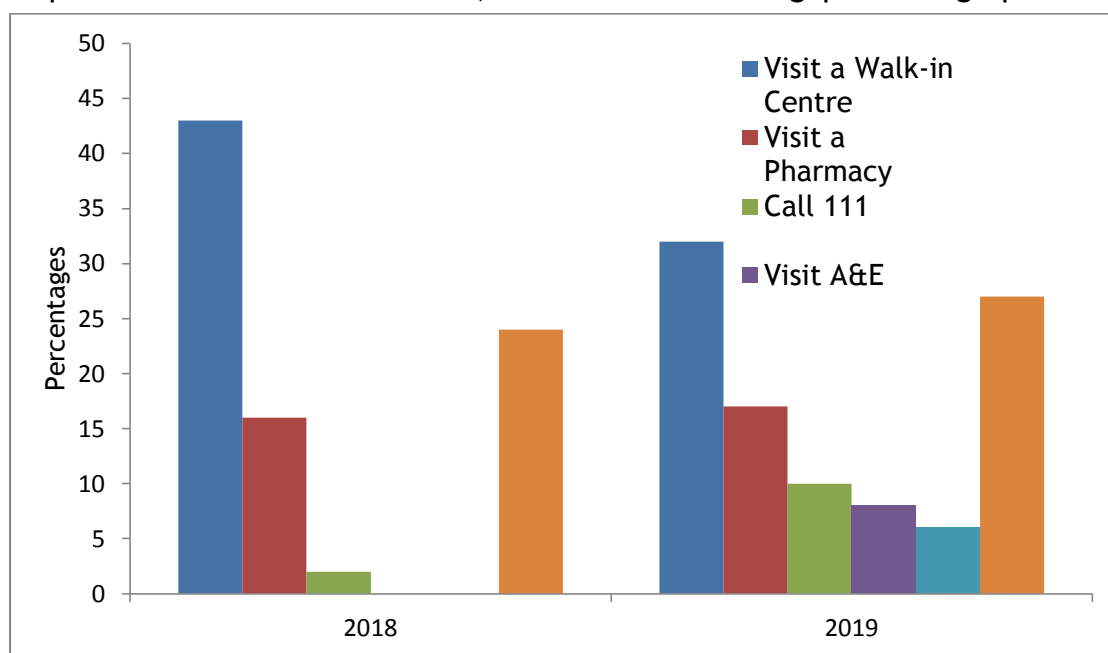
Practice to utilise resources effectively. This is because patients can book multiple appointments which is leading to an increased level of patients not attending their pre-booked appointments.

Visiting the Practice - patients who had made an appointment by visiting SHC were positive about their experience. 71% judged the service to be at least *good*, this is very similar to 2018 (72%) and 45% rated the experience to be *very good* or *excellent* (as in 2018). 73% of the respondents who made an appointment this way were able to make a *satisfactory* appointment; unfortunately this is a 7% decrease when compared to 2018.

Patients who had an unsatisfactory experience gave the main reasons to be:

- No appointments were available (36%)
- The appointment offered was too far away (22%)
- Dissatisfaction with manner in which they were spoken to/dealt with (6.5%).

Patients who were unable to make a satisfactory appointment used a variety of alternatives as shown in the chart below. Please note that not all responses were available in 2018, therefore there are gaps in the graph.



As in 2018 a large number of patients (27%) used an ‘*other*’ method - this may be worth exploring in more detail next year.

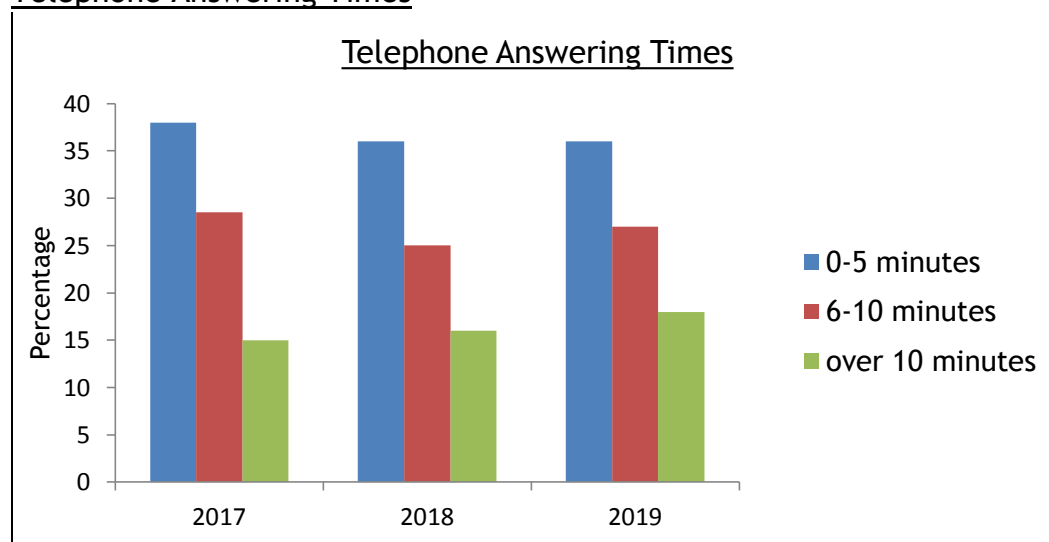
When patients’ responses were analysed as to why they could not make a satisfactory appointment the issues are the same as those raised in 2018:

- No appointments were available (32%).
- An appointment was not available in the immediate future (25%).
- Issues with the system used (14%).
- Unable to see their own doctor (12%).

This year, in addition to the above, a small number of patients expressed dissatisfaction that they were unable to make an appointment for either a Nurse or Paramedic online.

With the development of a multi-disciplinary team and the Practice’s goal to ensure that patients see the right clinician at the right time, whilst providing continuity of care, the PMT is considering how to best address the changing set-up of the Practice.

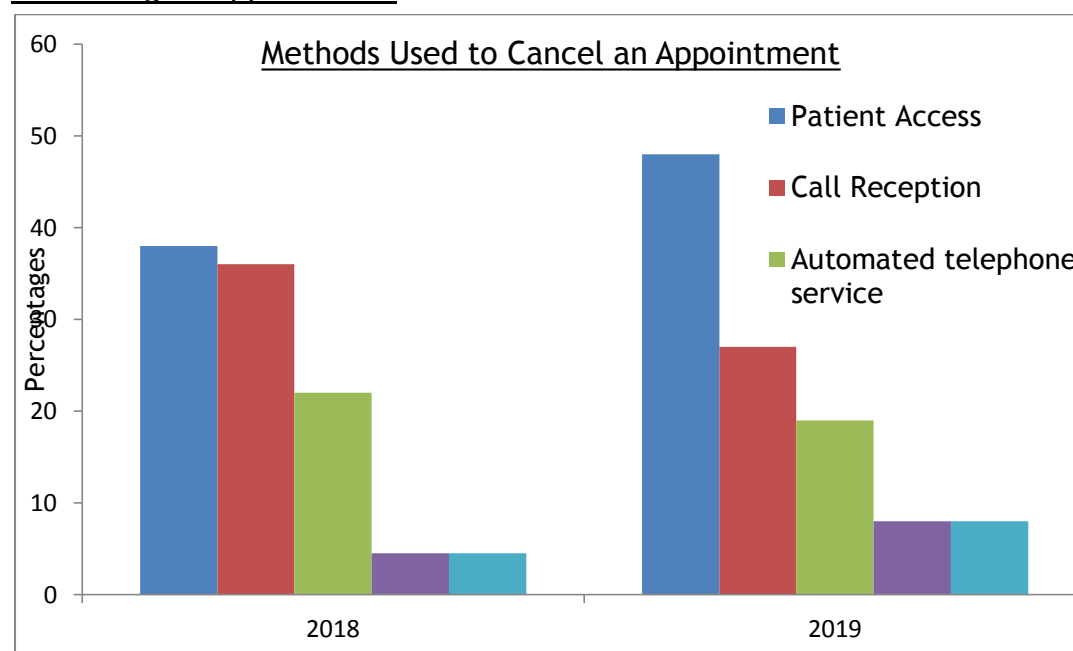
Telephone Answering Times



There has been almost no change in the length of time patients have to wait for their telephone call to be answered. Responses indicated that 36% of calls are being answered *within 0-5 minutes* (36% in 2018), 28% in *6-10 minutes* (25% in 2018) and 18% in *over 10 minutes* (16% in 2018). 8% of patients abandoned the call, a new category introduced in 2019.

When asked to rate the manner in which patients were spoken to when they were able to contact the Practice the responses show another slight dip in performance; it was judged to be *good* or better by 81% of patients (83% in 2018, 86% in 2017). This is a trend the Practice is aiming to reverse in the forthcoming year.

Canceling an appointment



Compared to 2018 there has been a 10% increase in the number of patients using 'Patient Access' (38%) to cancel an appointment. More patients (8%) are now either sending a text message or visiting SHC in person. Fewer patients are now using the telephone systems to cancel an appointment.

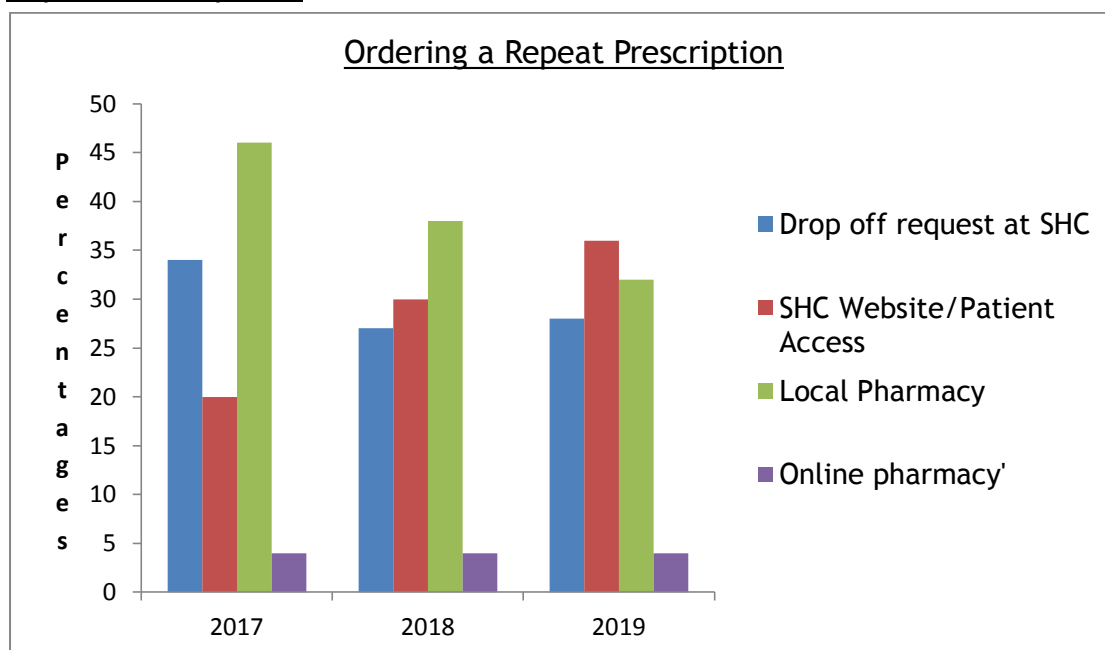
Waiting Times

When compared to 2018 changes to waiting times are varied; it is encouraging that the number of patients who experienced a wait of *less*

than 5 minutes has increased slightly to 12% (11% in 2018). Unfortunately the percentage of patients who waited for 5 - 10 minutes has decreased to 40% (43% in 2018). The proportion of patients who experienced a wait of 10 - 20 minutes has increased by 3% to 32% (29% in 2018). The percentage of patients waiting 20-30 minutes has decreased very slightly by 2% to 10% and those who experienced a wait of over 30 minutes have fallen slightly by 1% to 5%.

In 2017 & 2018 the percentage of patients who rated their waiting time as *reasonable* or *better* was 81%. In 2019 the options have changed slightly however in comparison the percentage of patients who rated their waiting time as at least *fair* was at 82%. It is encouraging to note that although there have not been significant improvements in waiting times the overall level of satisfaction has remained constant.

Repeat Prescriptions



In 2019 there has been a further increase in the percentage of patients who request a repeat prescription online; 36% of respondents used the SHC website or Patient Access to request a repeat prescription (a 16% increase since 2017). There has been a further decrease in the percentage of patients who use the pharmacy (32%). The percentage of patients who continue to drop off a paper request at the Practice has remained very similar - 28% (27% in 2018). The percentage of respondents who use the commercial 'online pharmacy' facility has remained low at 4%. 88% of respondents found their preferred system *easy* or *very easy* to use. This has remained a constant level in the last three years.

Patients were given the opportunity to provide a comment about the Repeat Prescription Service. The largest numbers of responses (32%) expressed dissatisfaction with local pharmacies and Boots in Sunbury Cross in particular. This may explain the number of patients who chose to leave a request at the Practice. A number of patients stated that they had returned to using this system because they found their local pharmacy too unreliable. Other concerns raised include:

- Not having enough characters available when ordering prescriptions online.
- Issues arising when patients need a review of their prescriptions.

- Not being able to order prescriptions for children.

The Clinical Pharmacist together with the PMT are reviewing prescription ordering processes with a view to developing and improving processes further.

B. Clinical Performance

It is extremely pleasing to note that there has been an overall improvement in the response to this section.

As in 2018 a very high number of respondents (92%) felt that after a visit to the doctor that their problem or illness was dealt with to their satisfaction.

The reasons patients stated they were not satisfied included:

- The variation in the quality of the service between Doctors.
- The Doctor often appears rushed.

There has been a 5% improvement in the number of patients who rated the time a Doctor spends with patients to be good or excellent, in 2019 this was 73% compared to 68% in 2018.

88% of patients rated the Doctor's patience with them and their questions/worries to be at least *good*. This is very similar to 2018 when 87% of patients responded in the same way to this question.

The caring and concern by Doctors was again rated highly, at least *good* by 86% of patients (a 1% increase from 2018).

For the third consecutive year 78% of patients would *definitely* or *probably* recommend their Doctor to family and friends.

The information that patients provided in the 'free text' at the end of the questionnaire revealed that a number of patients stated that they would not recommend their Doctor not because of his/her care but rather that they feel that the Practice already has too many patients. Recommending the Doctor might therefore increase the already large patient population and impact negatively on the quality of service the Practice is able to provide.

It is worthwhile noting that the Practice has increased both its staffing levels and the number of consulting rooms available. This has increased capacity for appointments. How this capacity is used and is matched to demand is a key objective for the coming year.

The Nurse Practitioner and Paramedics

Since the 2018 Patients' Survey two Paramedics have joined the Multi-disciplinary Team; therefore it is important to note that this section of the questionnaire in 2018 was only concerned with the Nurse Practitioner however in 2019 it included both the Nurse Practitioner and the Paramedics.

Half of the respondents had seen either a Paramedic or Nurse Practitioner in the last 12 months. In 2018 56% respondents had seen a Nurse Practitioner in the last 12 months; therefore in 2019 there has been a slight drop in patients using this service. Unfortunately when compared to 2018 there has been a 10% fall in the number of patients had to *wait less than 5 minutes/not at all* for their consultation to see a Nurse Practitioner (47%). 82% of patients were *seen within 10 minutes* of their appointment time, which is an 8% fall when compared to 2018. The number of respondents who rated their wait to be at least *good* was 81% very similar to 2018 (80%). This is encouraging considering that there has been no improvement in waiting times.

There remains a high level of satisfaction (90%) with patients who visit the Nurse Practitioner/Paramedic (95% in 2018).

Patients were given the opportunity to provide a comment about their visit to a Paramedic/Nurse Practitioner. A third of responses were very positive about the quality of care they had received however 25% expressed concern about the diagnosis/level of knowledge of the Paramedic/Nurse Practitioner.

There was high level of satisfaction with the amount of time the Paramedic/Nurse Practitioner spent with them; 89% of patients rated this to be at least *good*, (92.5 % in 2018). The Paramedic/Nurse Practitioner's patience with their questions and worries, was rated at least *good* by 89% of patients, which is 5% decrease compared to 2018. 89% of respondents rated the Paramedic/Nurse Practitioners care and concern for them to be at least *good*, which is a 4% decrease compared to 2018. 86% of respondents said that they would *definitely* or *probably* recommend the Paramedic/Nurse Practitioner to their family and friends; this is a 4% decrease when compared to 2018. *The apparent decline in satisfaction for these services will be investigated by the PMT. The Nurse Practitioner and Paramedics are key components of the Practice's 'on the day team' and further information on this is outlined in the conclusions.*

The Practice Nurses and the Health Care Assistants (HCA)

When compared to 2018 there has been an 8% increase, to 53%, in the number of patients who had seen either a Practice Nurse or HCA in the last 12 months.

The number of patients who had visited either a Practice Nurse or HCA and had to *wait less than 5 minutes/not at all* for their consultation was very similar to 2018; (54% in 2019, 53% in 2018). 89% of patients were *seen within 10 minutes* of their appointment time which is the same as in 2018. There has been a slight improvement in the number of respondents who rated their wait as at least *good*, 83% compared to 79.5% in 2018.

The number of respondents who rated that manner in which the Nurse or HCA listened to them to be at least *good* was remained very high at 93%, (92% in 2018).

As in 2018, 93% of patients rated the quality of care provided by the Nurse or HCA to be at least *good* to *excellent*.

Since 2017 the manner in which the Nurse or HCA explained health problems or any treatment that patients might need has been rated to be least *good* by the majority of patients (89% in 2019 and 90% in 2017& 18).

As a reflection of the patients' high level of satisfaction for this service, 88% stated that they would *definitely* or *probably* recommend the Practice Nurses or HCAs to family and friends; this is the same as in 2018.

Practice Pharmacist and/or Prescription Clerks

Since the 2018 Patients' Survey a Pharmacy Team (Practice Pharmacist and Prescription Clerks) has joined the Multi-disciplinary Team and therefore this year's survey included questions about this service.

Only 14% of patients have had contact with this service. 50% of patients rated the way in which their concern was resolved to be at least *good* and consequently 49% of patients would *definitely* or *probably recommend* the Practice Pharmacy Team to family and friends.

These outcomes are from a small proportion of SHCGP’s patient population. (Further details on how the Pharmacy Team can help patients with medication and prescription issues are outlined in the conclusions.

c. Overall Satisfaction with the Practice

The percentage of patients who were *completely satisfied* with the Practice has remained at 24%, as in 2018.

The percentage of patients *not satisfied* has fallen very slightly to 13% (14% in 2018).

The percentage of respondents who *would definitely or probably* recommend the Practice to family and friends was 69%, which is a 5% decrease when compared to 2018 (74%).

It is encouraging that there has been a slight decrease to 8% in the number of patients who would *definitely not* recommend the Practice (11% in 2018).

As mentioned on page 7, the information that patients provided in the ‘free text’ at the end of the questionnaire revealed that a number of patients would not recommend the Practice, not because of the quality of care they have received but rather that they feel that the Practice already has too many patients. Recommending the Practice they felt might attract additional patients to the already large patient population. Patients fear that this would impact negatively on the quality of service the Practice is able to provide. As two patients stated:

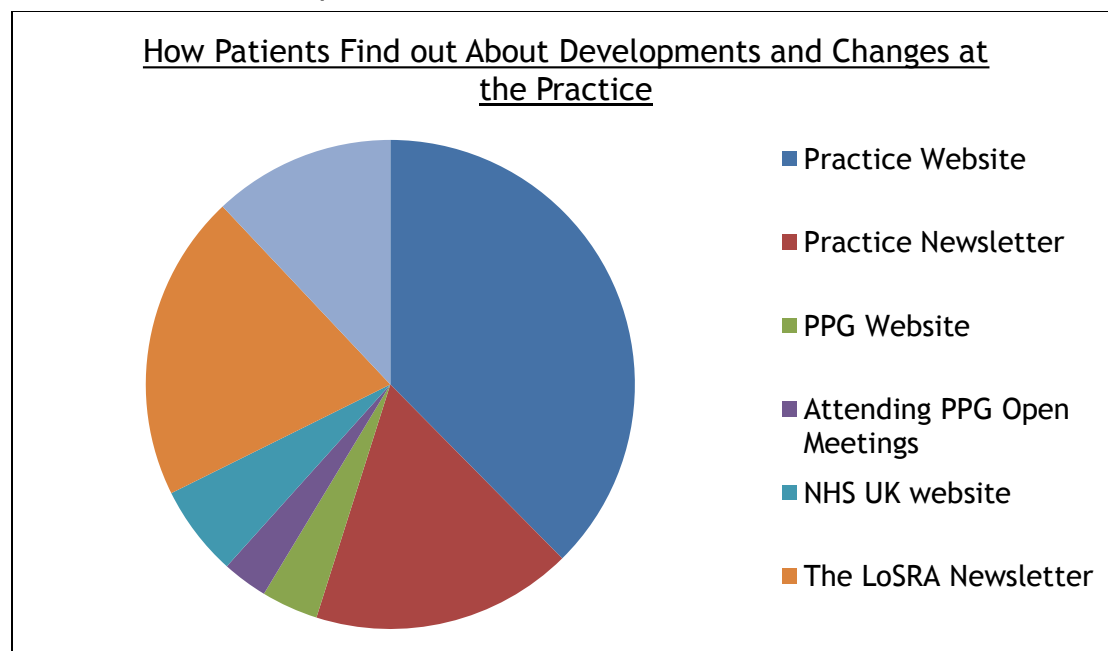
“I wouldn’t want to recommend the Practice from fear that the Practice would get even busier and I’d find getting an appointment even harder!”

“I wouldn’t recommend it as it seems full I wouldn’t want any increase in patients.”

Such concerns should however be set in context; in April 2015 the Practice had 18,599 registered patients and currently the registered patient list size is 18,975 an increase of only 376 patients in the last six years.

Information on service developments

Patients were asked how they find out about general information on services, developments and changes at the Practice; the options patients were given to choose from has changed slightly since the 2018 survey and therefore not all comparisons to 2018 are available.

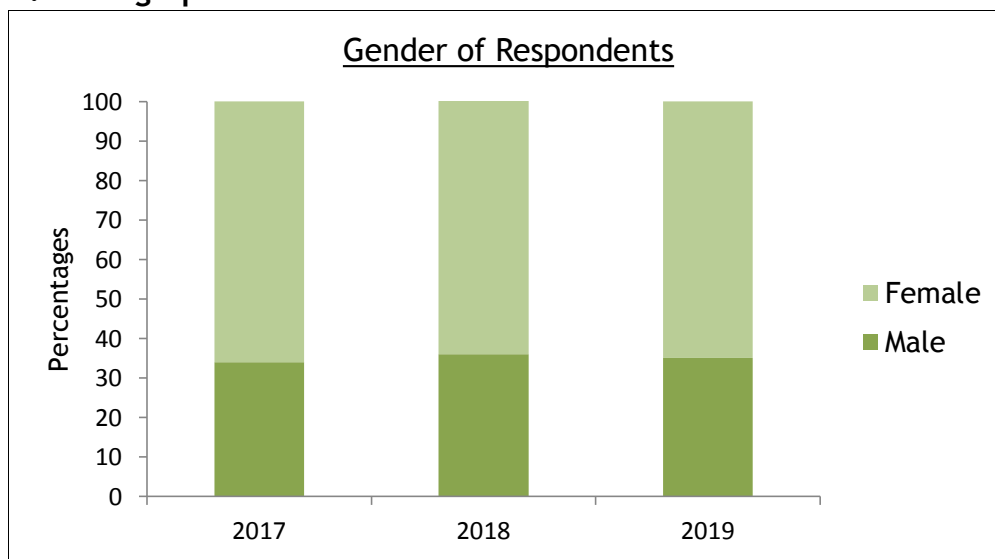


Half of the of respondents said that they found this from the Practice’s website which is a slight increase of 2% when compared to 2018, 23% the Practice Newsletter (same as in 2018), 5% from the PPG website (4% in 2018), 4% from PPG Open Meetings (2% in 2018) and 27% from the LoSRA Newsletter (this is the first year that this was included as an option).

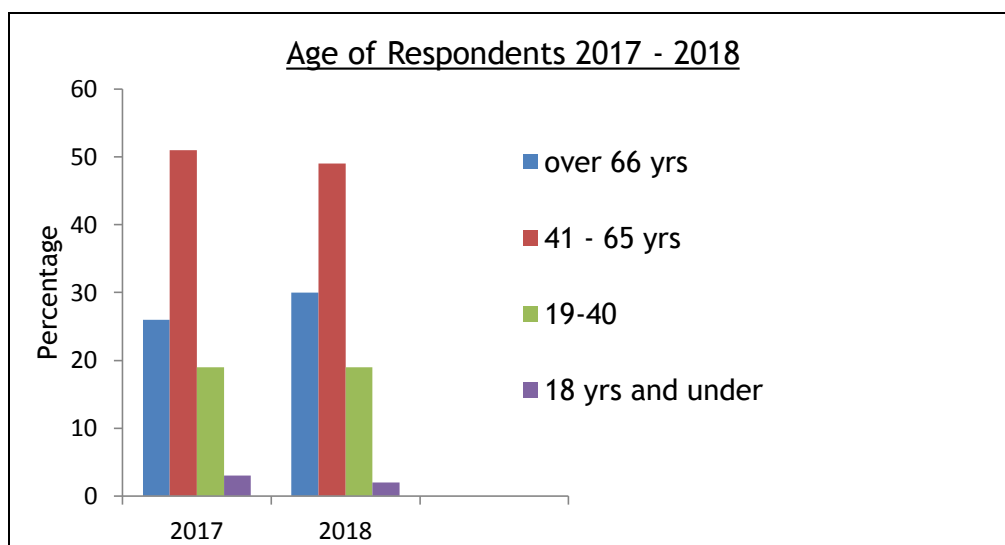
17% of respondents stated that they found out this information from *other* sources. Since ‘Sunbury Matters’ is now being used regularly by the Practice to share information with residents this is being considered as an option in the survey next year.

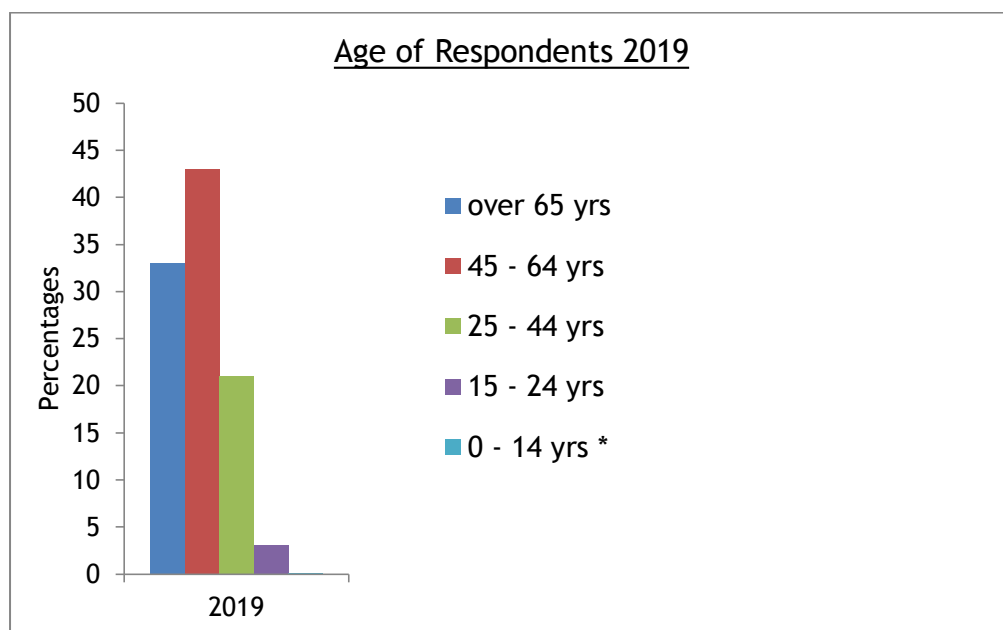
In view of this feedback the Practice is planning to update its website, the aim being to make it easier to navigate, to provide clear explanation of services and regular news updates etc.

D. Demographics



The proportion of male and female patients who completed the survey has again changed very little since it was introduced.





* There was one response in this age group, but this is too small to show up clearly on the graph

Since 2017 the age of respondents has also only fluctuated slightly as shown in the graph on the next page. The age categories were amended slightly in the 2019 survey and therefore a different comparison graph was produced this year.

The lack of involvement of younger age groups is something that the PPG will consider in advance of the 2020 survey.

Additional Comments

At the end of the questionnaire, as in previous years, patients were provided with an opportunity to express their thoughts on the service the Practice provides.

There were a large number of very positive comments, including:

“Lovely doctors who have very good knowledge.”

“Thank you to all your wonderful staff. Always polite and helpful.”

“I cannot fault the care from the doctors.”

It was also encouraging that some patients acknowledged the recent improvements that have been made to the Practice:

“I have noticed positive improvements to the Practice over the last two years. You are doing a very good job and my family and I appreciate the care you provide.”

“Very improved since last year.”

In previous years a large number of additional comments and suggestions were received, however this year there were no new issues raised in this section of the survey. The comments received replicated those that had already been made in response to previous questions.

To summarise the feedback received in the survey:

- The overwhelming concern of patients is their inability to get an appointment on the day or within a few days.

“Most of the doctors are great; it’s just so hard to get an appointment.”

- There is a perceived variation in the quality of service of professionals working at the Practice:
“Depends on the individual Doctor”
“Some of the Receptionists lack customer service skills both on the phone and in person.”
“Thank you for your team’s professionalism.”
- Patients would like to be able to book appointments for members of the Multi-disciplinary and Nursing Teams remotely, preferably online.
- Patients comment that there appear to be fewer appointments available at 6am and therefore the ability to book an appointment using the online/automated telephone service is getting more difficult. .
“It feels like a race against other patients to get an appointment for that day”
 A few patients did ask if it is possible to release the (same) appointments in the evening rather than having to get up at 6 am, which is difficult when feeling unwell?
“Clearly the system has had the appointments in there since close the previous day.”
- There is a concern that the only way to get an appointment/order a repeat prescription for a child is to telephone Reception and this can be problematic.
- There are a number of misconceptions that need to be addressed with regard to:
 - The need for the early morning queue, which a few patients still referred to.
“People queue up early to get a same day appointment.”
 - The need to see a Doctor rather than another professional.
“We want to see a Doctor not anyone else, thank you.”
“These people (Paramedics and Nurse Practitioners) are wonderful but not doctors and this is why I would like to use my Practice to see my GP”

5. Conclusion and Action Plan

The 50% increase in patients completing the Patient Survey has provided the Practice with a comprehensive picture of the service being delivered and identified the areas which the Practice needs to focus upon. It is encouraging that the feedback and satisfaction scores for clinical care provided by the team remains high.

The main themes from the results of the survey that will inform this year’s action plan are:-

- a) Patient Access/Access to appointments
- b) Developing a Multi-disciplinary Team
- c) Developing the Premises
- d) Improving communications

a. Patient Access/Access to appointments

Improving patient access continues to be the overriding concern for patients and the focus for the Practice. As demand for services in Primary Care continues to increase a number of measures are being developed to provide improved access for patients:

The Practice continues to provide Extended Access to services in conjunction with the local Federation - North West Surrey Integrated Care Services (NICS). GP appointments are available on Tuesdays and Thursdays 6-9p.m. and on Saturdays 9a.m - 12p.m. Nurse/HCA wound care and Phlebotomy clinics are available on alternate Saturdays. Physiotherapy appointments are available on a Tuesday. The Reception Team will offer available appointments at SHCGP and other local Practices using the quota of appointments available.

Extended Access appointments, including all of the options above, are also available at other Practices every day of the week. Some of these Practices also offer cervical smear appointments and it is hoped to offer this at SHCGP in the near future.

In addition to face to face appointments, Video consultations are also available via the LIVI app that can be downloaded to mobile telephones and tablets. Using LIVI patients can speak to a NHS GP by video, who can offer medical advice for symptoms that do not require a physical examination. LIVI appointments are available seven days a week.

SHCGP has also been piloting a new online consultation tool - *Engage Consult*. This is a way for patients to contact the Practice without having to wait on the telephone or visit the Practice. The pilot has demonstrated that this is an effective way to contact the Practice, as queries are able to be submitted 24 hours a day. The Reception Team are trained to filter queries quickly and can respond with a solution or direct requests to the most appropriate member of the Clinical Team, which utilises the Multi-Disciplinary Team effectively.

These initiatives have increased the Practice's appointment capacity; however the Practice is very aware that further improvements are necessary. As a consequence work is continuing in the background to take further steps to improve access.

b. Developing a Multi-Disciplinary Team

In addition to GPs the team now includes Nurse Practitioners, Paramedic Practitioners, a Clinical Pharmacist and Prescription Team, Nurses, HCAs, Phlebotomists, Receptionists (Care Navigators), a Document Management Team, Secretaries and Administrators. SHCGP has a Multi-Disciplinary Team of approximately 55 staff.

The aim of the team is to ensure patients care is provided by the right clinician, at the right time and for the right condition. In addition the Team ensures that questions and queries are dealt with as quickly and effectively as possible.

The '*on the day team*' focus on acute medical problems and includes Nurse Practitioners, Paramedic Practitioners and the Clinical Pharmacist (overseen by the Duty Doctor). The Nurse Practitioners and Paramedics are trained specialists who can assess and examine, make a diagnosis, provide advice and treatment including writing a prescription if required. The Team can make referrals to hospital and have access to GPs at all times for advice and guidance. The Clinical Pharmacist can provide information and/or guidance with medication and prescription queries, medication reconciliation and interface with community pharmacies.

Over the coming months the Practice will be developing this Team further and also identifying ways to improve access to their appointments. There

will be a key focus on developing online services in addition to the existing way of contacting the Practice by telephone.

c. Premises

Underpinning the development of the Practice's appointment capacity and Multi-Disciplinary Team is having suitable premises. Over the last two years the Practice has re-developed the Reception area and occupied four additional clinical rooms and a number of office areas. The community provider, Central Surrey Health, has largely vacated the premises and consequently the Practice formulated a plan to redevelop the current premises. Unfortunately NHS England removed the funding opportunity in January 2019. Service charges from NHS Property services have increased in excess of 600% in the last five years without any capital investment in the building. This increase is something the Practice will continue to dispute as it is a real threat to the Practice.

In the last five years the Practice has submitted over six separate applications to NHS England for redevelopment and improvement. Limited funds were secured from only one of these applications which were used to improve the Reception. It should be noted that the local council and Practice also provided a significant proportion of the funds for this project.

The Practice is continuing to work on a solution for the premises and has examined the potential of relocating to Ceaser Court (formerly Benwell House). Unfortunately the lack of car parking and access together with high rent and service charges in comparison to the current premises has rendered this opportunity unviable.

The Practice is now working with the CCG (Clinical Commissioning Group), NHS Property Services and Spelthorne Council to review other options, including re-development opportunities for the current building.

d. Improving Communications

The Practice has been developing a new website and had planned to implement it in September/October. Whilst in the process of developing the site the CCG provided an alternative website platform consistent across Practices in Surrey. This has delayed the launch of the Practice's new website, however it will provide a better solution for the longer term and the new web-site is expected to be launched by January 2020.

The Practice and the PPG are working to increase the frequency of SHCGP's newsletter, 'Bitesize News', to six editions a year. The Practice also regularly contributes to 'Sunbury Matters' and the LoSRA Newsletter.

Text messaging has been enhanced with a new service - AccuRX. This system enables GPs and other members of the Practice Team to send a text message directly to patients. It can be used to send advice and, if appropriate, notify patients of test results.

Mjog texting continues to be used for appointment reminders, cancellations and Health Campaigns

The introduction of a telephone call monitoring 'wallboard' in Reception provides a visual display of the number of calls coming into the Practice. This enables the Reception Management Team to prioritise resources and improve call handling times.

The Partners would like to thank all of the patients who have provided feedback both throughout the survey and via Mjog. Thank you also to the

PPG for their support in producing the Patient Survey and working with the PMT to develop and implement the action plan for the coming year.

Since the Patient Survey has taken place the Practice is also pleased to report that, following the annual CQC (Care Quality Commission) inspection in November 2019, SHCGP has again been judged to be '*good*'.

The Partners
Sunbury Health Centre Group Practice
November 2019