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SUNBURY HEALTH CENTRE PATIENT SURVEY

Some years ago, the Patient Participation Group (PPG) and Sunbury Health Centre (SHC) made a commitment to end the queue of patients that lined up outside the Centre in all weather in order to get an appointment.

The commitment paid off with the introduction of an on-line system and increased telephone lines. This was at a time when many surgeries across the country still relied upon the old queue/phone system, with some Practices, including SHC, closing for the lunch hour!

The new on-line appointment system will all day opening, was a game-changer and many other surgeries followed the same path, but often using different systems. The local Clinical Commissioning Group (CCG) then paved the way for an area-wide system to improve communications and data transfer leading to joined-up thinking and improved patient experience.

The current on-line system, Footfall, was a major step forward, but is not without its faults – both from a patients’ perspective, but also behind the scenes.

With the Footfall Contract coming to an end, a new system is planned to be introduced across the area, in the coming months. Of course, this means that we shall all have to get used to using the new system, but it is good to know that our PPG has been involved in the design of the patient interface, which is reassuring!

Following the Pandemic, and with predominately face-to-face appointments the ‘norm’ again at the SHC, the PPG has reintroduced its annual Patient survey to gain your views. It runs from 09 May to 06 June, and you can add your comments by pointing your phone at the QR code below:

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*When you click on the QR code, you will notice a yellow box appear at the bottom saying ‘surveymonkey.co.uk’*

*Tap on the yellow box and you will then gain access to the Survey. The Survey only takes minutes to complete.*