

SUNBURY HEALTH CENTRE

PATIENT SURVEY 2023

Pre the Covid-19 Pandemic, the Patient Participation Group (PPG) and the Health Centre ran an Annual Patient Survey with the objective of gathering the views of patients about the Health Centre services, and to act on patient feedback.

Now that services have reverted to pre-dominantly face-to-face appointments for the clinical team (comprising GPs, Paramedics, Advanced Nurse Practitioners, and the Practice Nursing Team) and other services, such as minor surgery and ear microsuction have recommenced, the 2023 Patient Survey is due to launch in May 2023.

This Patient Survey has been designed by the Patient Participation Group (PPG) - a small group of Health Centre patients who act in a voluntary capacity to represent the patient population working in partnership with Sunbury Health Centre, to help improve patient services.

*It is an anonymous survey*, with completed forms and responses being analysed by members of the PPG and a Report submitted to the Practice. Subsequently, having been considered by the Partners and the Practice Management Team, and discussed with the PPG, an Action Plan is produced to inform improvements to services and the Practice environment.

WILL I BE ABLE TO SEE THE RESULTS?

Results of the survey and the Action Plan are expected to be available in the Autumn and It will be published on the Practice and PPG websites, and in a follow-up article in this publication.

HOW CAN I TAKE PART?

You can complete the Survey online by scanning the QR code, or via the Practice website:

[www.sunburyhealthcentre.co.uk](http://www.sunburyhealthcentre.co.uk). Or you can complete a paper copy and hand it into the Practice.

*It should take no more than 10 minutes to complete.*

If you are able to take part when completing it, please consider your recent experience/s of interacting with Sunbury Health Centre.

*The Survey will be available for patient feedback from 09 May until 06 June 2023.*

Sunbury Health Centre has a positive track record of action on patient feedback and you are encouraged to take part.