SUNBURY HEALTH CENTRE UPDATE

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SUNBURY GROUP PRACTICE STRIVES TO IMPROVE THE PATIENT EXPERIENCE

Sunbury Group Practice (SGP) takes a positive step forward towards improving patients’ experience by increasing the number of face-to-face appointments.

The NHS has relaxed infection control and social distancing regulations within its working environment, and this has enabled the Practice to increase the number of patients that can be accommodated on Sunbury Health Centre premises and, in turn, increase the number of face-to-face appointments.

The Practice will continue with the improvements developed over the ‘Pandemic period’ by offering patients the benefit of access to a multi-disciplinary team and the flexibility of video and telephone consultations.

With a view to catering for the different needs and preferences of patients, the Practice, in conjunction with the Surrey Clinical Commissioning Group (CCG) have available a number of LIVI consultations. This service is free to patients registered with Sunbury Health Centre and offers a same day video consultation with a Doctor, seven days a week – and is also available during the evenings. Doctors are able to both write Prescriptions and refer patients on, as a result of these online meetings.

It is recognised that this service may not suit all patients, but it is a valuable option for those who require the flexibility and speed which it offers. Similarly, some patients prefer a discussion by telephone with a Doctor, because this avoids a trip to the surgery and offers the flexibility of a consultation with minimal impact upon patients travel, work and domestic plans.

An initiative introduced during the Pandemic enabled the Practice to book individual appointments for patients at Ashford Hospital Acute Illness Clinic. This service will continue to benefit patients by effectively offering Sunbury Health Centre additional capacity during periods of high volume demand.

*Sunbury Health Centre Core Patient Participation Group (PPG)*