

Dear Healthwatch

Thank you for your recent report regarding your visit that took place on 03/06/2025 and 10/06/2025.

We would like to thank Katie Rogers, Lynda Crellin and Rachana Mane for putting the report together and for working around the practice for minimum disruption on the days.

Overall, we are very pleased with the report and appreciate all the feedback from all that were involved.

Based on the report we have created an action plan to address all the issues raised.

We will also discuss the report and action plan at our next staff and PPG meeting.

The report will also be uploaded to our website for patients to access.

The report was discussed with the practice PPG on 03/12/2025.

Item	Issue Raised	Action required	Lead	Target date
1	Practice Survey	Feedback overall was very good. Practice to continue working on delivering an excellent service to patients.	Dr Sinha	Ongoing
2	21% of appointments took place more than 15 days after the requested appointment	The practice will try and reduce this to a maximum of 14 days to meet Access targets.	Practice Manager	01/04/2026
3	Issues raised by the 2018 CQC inspection	The recommendations have been acted on as per the August 2018 report.	Practice Manager	Completed
4	Car Parking – limited spaces	Unfortunately, the number of car parking spaces is not in the control of the practice. The car park is a shared facility for all members and services of the health centre. There is limited parking for patients. Premises is managed by an external provider. Free street parking is available nearby.	Practice Manager	Closed
5	Self Checkin monitor and sign	Replace old sign with new one. Speak to system provider and see if we can get the translation facility added to the screen.	Practice Manager (subject to contract)	Completed
6	No baby changing sign in Reception	Create a new sign and display	Reception manager	10/09/2025

7	Outdated Practice Leaflets in reception	Update Practice leaflets in Reception with correct contact details	Practice Manager	10/09/2025
8	Broken chair sign in reception to be removed	Remove broken chair sign – confirm no broken chairs	Practice Manager	10/09/2025
9	Overflowing Sanitary bin	Inform the facilities management team to check more regularly and empty if needed	Practice Manager	Raised with Facilities Management
10	No hand sanitiser in reception	Make request to facilities management team or put own sanitisers in reception	Practice Manager	Completed
11	Political magazines in reception	Remove magazines and put up sign asking patients not leave any in reception either	Practice Manager	Ongoing
12	Paper cups not available for drinking water	Create a sign for patients saying that they can collect a cup from reception if they need to use the water dispenser. Disposable cups to be ordered.	Practice Manager	Completed. Now available at reception.
13	Waiting times at 8am can be very high	Promote the callback feature on the new telephone system and online consultations.	Practice Manager	Continue to promote new feature
14	Patients that have language issues struggle with the telephone systems.	Practice to promote Translation services for telephone and online.	Practice Manager	Ongoing
15	Patients find the website difficult to navigate	Practice to consult with the PPG group to get feedback on how to improve the website.	Practice Manager	Ongoing. 31/03/2025
16	Long waiting time for blood test appointments	This service is commissioned to another service provider and does not form part of the GMS contract. Special consideration	Practice Manager	Closed

		is given to vulnerable patients and phlebotomy services may be offered in house to this cohort.		
17	Patient preferred sms message compared to the NHSAPP	We offer both facilities, however it should be noted that we have been asked to promote the NHSapp by the commissioners as part of the Digital First Strategy.	Practice Manager	Subject to NHSE instructions and patients preferred method of communication.
18	Prescription was sent to a pharmacy when a patient wished to collect in person	Staff to check with patients on their preferred method of collection and not automatically assume that the prescription should be sent to the patients nominated pharmacy.	Practice Manager to email all staff.	Closed after investigation.