

Enter and View:

Woodstock

Bower Surgery:



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About us

Healthwatch Rotherham:

We are the independent champion for people who use health and social care services in Rotherham. We are here to make sure that those running services put people at the heart of care.

Our sole purpose is to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf. We focus on ensuring that peoples' worries and concerns about current services are addressed and work to get services right for the future.

Details of visit:

Address	Kimberworth Road Rotherham S61 1AH
Service Provider	Woodstock Bower Surgery
Date and time of visit	8th November 2024, 10am - 1pm
Representatives	Andrea McCann Alison North
Visit status	Announced

Woodstock Bower surgery:

Woodstock Bower surgery is located at Kimberworth Road, Rotherham, S61 1AH.

The surgery has a patient list of 11,515 and is run by a team of 3 GP partners. Additionally, there are 5 long-term GP's, 2 specialist GP trainees, 1 foundation year doctor, 3 nurses, 2 healthcare assistants, a phlebotomist and a practice pharmacist. The clinical teams are supported by reception and administration staff including a Practice manager, Business manager, Reception manager and Nurse manager.

As part of the Rotherham Central North Primary Care Network (PCN), they work closely with physiotherapists, social prescribers, pharmacists, and specialist mental health workers. Appointments are available throughout the week with the team, either on-site or at PCN locations. Some specific services are currently offered on set days. Appointments with a mental health practitioner are available on Monday's, a physiotherapist on Tuesday's and a midwife on Wednesday's. They also run long term health condition clinics.

The surgery has a higher than average ethnically mixed population and is situated in one of the most deprived areas nationally. Additional support is provided for those for whom English isn't a first language including double appointments using electronic translation services and providing leaflets in different languages when focussing on specific campaigns. Patients are also supported at the practice by some local community organisations where there are language barriers. The partners often work on campaigns to make sure they engage with hard to reach communities, for example flu vaccinations for the Slovak community and cervical smear tests for their Asian patients.

The surgery has operated a triage service for approximately 5 months. Triage is carried out on all appointment requests by a full time GP and opens at 6.30am.

The surgery was rated as 'Good' when it was last inspected by the Quality Care Commission (CQC) in December 2018.

The surgery has recently been on a General Practice Improvement Programme which enabled them to audit themselves and look at how they could improve. From the outcomes and changes implemented, they were able to provide staff training where necessary. Their participation in the programme was rated as excellent.

Disclaimer:

Please note that this report is related to findings observed on the date listed above. Our report relates to this specific visit to this service and is not representative of the experiences of all service users and staff, only an account of what was observed and contributed at the time. This report is written by Healthwatch Rotherham using the information gathered by the Enter and View Authorised Representatives named above who carried out the visit on behalf of Healthwatch Rotherham.

What is Enter and View?

The Health and Social Care Act 2012 legislation allows Enter and View activity to be undertaken on premises where health and social care is publicly funded, such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. We visit:

- To gather the views of health and social care service users, families and carers.
- To report what we see and hear to providers, regulators, Local Authority and NHS commissioners and quality assurers, the public, Healthwatch England and any other relevant partners to improve the quality of health and social care services.
- To develop insights and recommendations across multiple visits to inform strategic decision making at local and national levels.

Purpose of the visit:

- To collect the views from patients, families, volunteers and staff on services.
- To observe how the facility operates and provides its services.
- To identify 'Best Practice' and highlight any areas of concern.

Methodology:

We follow Healthwatch England guidelines for Enter and View visits. The steps below summarise the process:

- **Plan:**
 - Appoint an Enter and View lead for the visit.
- **Communicate:**
 - Inform the provider of the visit, and relevant details including the purpose, date, time, estimation of how long it will take, how many people will be carrying out the visit, and the name of the lead person.
 - Include information about how members of the public can contact Healthwatch Rotherham if they are not able to when the visit is taking place.

- **Prepare:**
 - Prepare resources such as surveys and questionnaires.
 - Identify any requirements for special support necessary to facilitate the visit such as access or security. This must be done before the visit, as you may be refused entry.
- **Report:**
 - On completion of the visit a draft report is shared with the service provider requesting comments on factual accuracy and responses to any recommendations within 20 working days.
- **Follow up:**
 - The final report is published on Healthwatch Rotherham website and shared with the Care Quality Commission (CQC), Healthwatch England and the service provider.

The visit to Woodstock Bower surgery took place from 10am to 1pm on 8th November 2024 with two trained Enter and View representatives.

During the visit the team were able to spend time observing the daily work of the surgery, noting the general environment such as cleanliness, comfort, and information displays, and to speak to both patients and staff.

Enter and View observations:

External and entrance:

On arrival, the entrance is clearly marked and there is a sign outside the door. The entrance to the building is level from both the pavement and the car park and there are grab rails provided to aid accessibility.

Public toilets are provided in the entrance area but we noted that both were out of order at the time of our visit.

There is a second door into the main reception and waiting areas but the signage for this is less clear. The entrance area has a Welcome to Woodstock Bower Surgery message and several posters with different health information displayed including information about the flu and shingles vaccines. There is also mention of the surgery being a veterans friendly practice and that they participate in research.

Internal environment and waiting area:

Upon entering the surgery, we noted that the main area is very clean, bright and spacious. The surgery is in an old building and the brick walls have been painted bright white which gives quite a stark, clinical feel to the space. The lighting is very bright and the setting cannot be changed, which may be an issue for those with light sensitivity.

The reception can be found as you walk through the second door into the main waiting area. The reception offers little privacy for patients talking to receptionists. We noted that discussions held at reception could be heard in the main waiting area. There is no separate area to speak confidentially to reception staff.

There are additional waiting areas depending on the clinician that the patients are seeing. All the waiting areas have TV's but we noted that only 1 TV was working out of 3. The TV that was working provided information in different languages. Whilst we were there, information was shown in Slovak.

The seating in the waiting areas consists of simple, black, plastic chairs, arranged as either single or double seating with spaces in between. We observed that this arrangement was unsuitable for families with children as they had to rearrange the seating to accommodate sitting together. There is no comfortable or alternative seating available for those with mobility issues.

We noted that the corridors and waiting areas have plenty of space for wheelchair users or those with pushchairs to move around.

The temperature in the waiting rooms was comfortable and there was a calm, quiet atmosphere. There are two hand sanitizer dispensers in the main waiting area.

There is a whiteboard on the wall with staff names and directions to their rooms. The rooms have no names on the doors, just numbers. There are additional signs to rooms with braille underneath them. Although there are no pictures of staff on the board, we noted all staff wore name badges. Written on the whiteboard is a list of the services that the practice provides including: Physio first, minor eye conditions, IAPT, social prescribing, out of hours hubs and dermatology. There are signs up about zero tolerance towards poor behaviour and information about the reception staff roles as care navigators. There is no information about opening times on display.

We noted that there was no information visible about the Patient Participation Group or how to complain or give feedback. We did see a white box placed against a white wall but it doesn't clearly state what it is for. There is a praise or grumble sign above the box but this has faded. There was no paper or pens available for patients to be able to add anything to the box.

There are a few leaflets available on the reception desk and we saw some for Andy's Mans club and some about anxiety.

The surgery has a quiet, calm room which is available for staff or patients to use.

In order to leave the building, a silver panel has to be pressed. We noted that this panel isn't very visible or clear.

Staff:

The reception staff were very friendly and smiley. We noted that all staff wore name badges and many were in uniform.

All the staff we observed on our visit were smiling and friendly. They all appeared to get on well as a team. When dealing with patients with language barriers, we observed staff displaying great patience and a friendly demeanour.

Survey Responses:

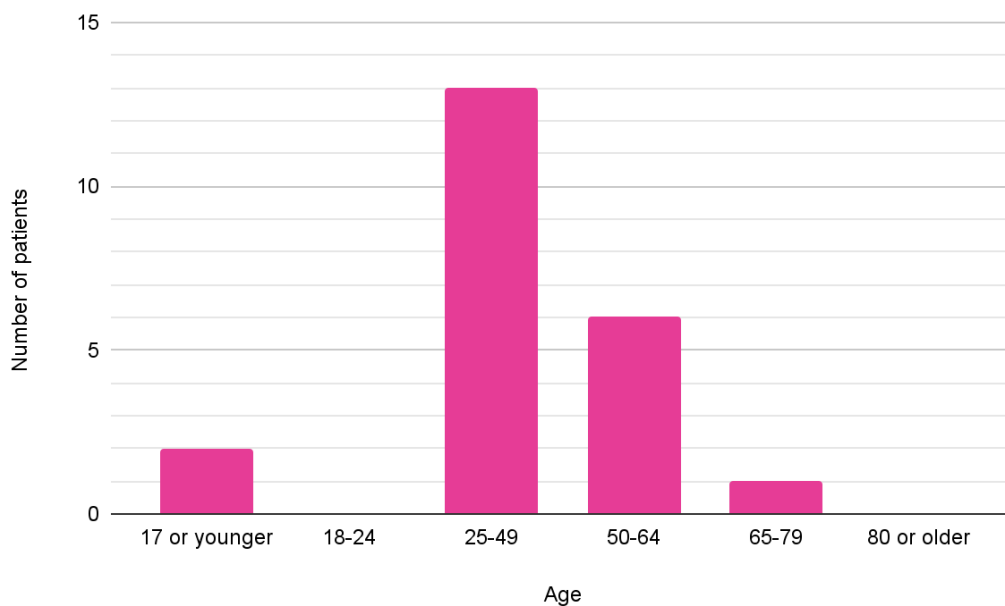
As well as conducting our own observations, we handed out some surveys whilst we visited the surgery. We also provided access to an online version of the survey to allow for the survey to be completed outside of the visit. We did this to get true and honest feedback from people who use and work at the surgery. We will use this data combined with our own observations to form a summary and any recommendations.

During our visit to the surgery, we spoke to 10 patients and gave them surveys to complete. 13 patients also completed our survey online.

Patients feedback:

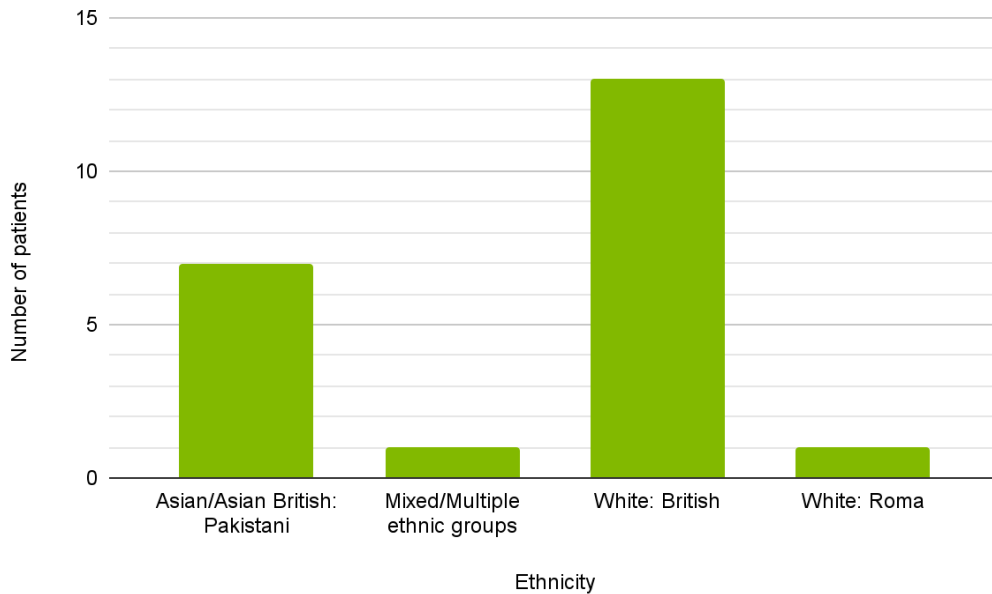
Demographic data:

Age:



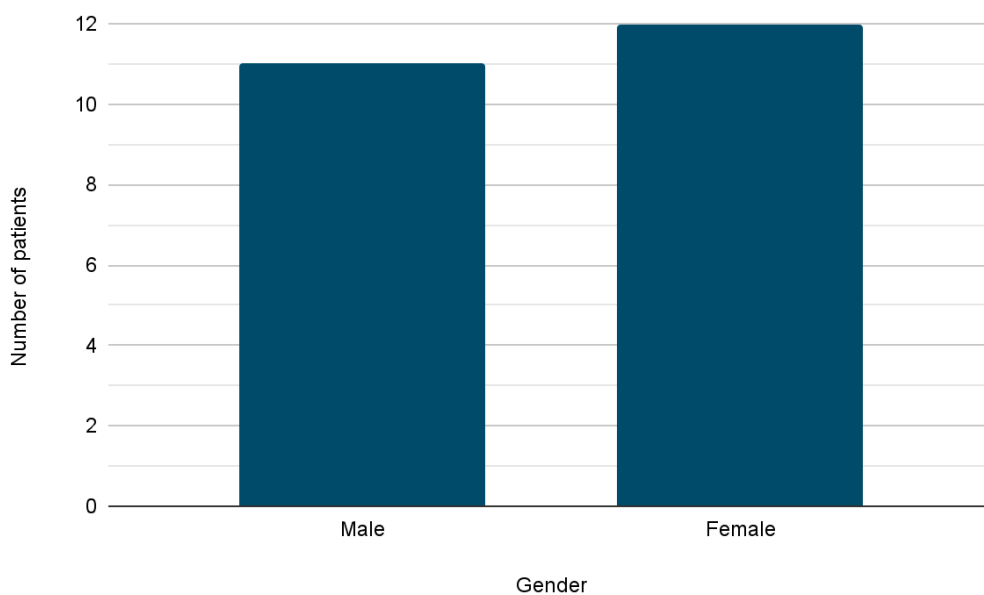
Although we mainly got responses from people of working age, we did hear from a few younger and older patients as well which will help us get more rounded information regarding patient experience.

Ethnicity:



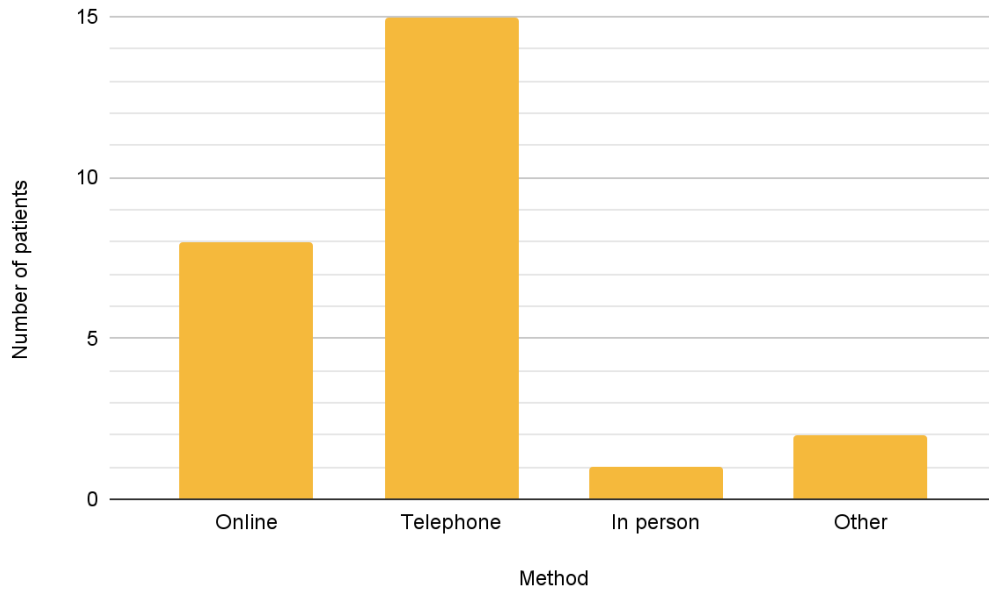
The ethnic make-up of the practice area is approximately 50% White British, 30% Slovak (half Slovak, half Roma Slovak), with a number of Asian patients and patients of other nationalities. The ethnicities of those who completed our survey doesn't totally reflect this but is likely due to language barriers preventing those from the Slovak community from engaging with us.

Gender:



We asked:

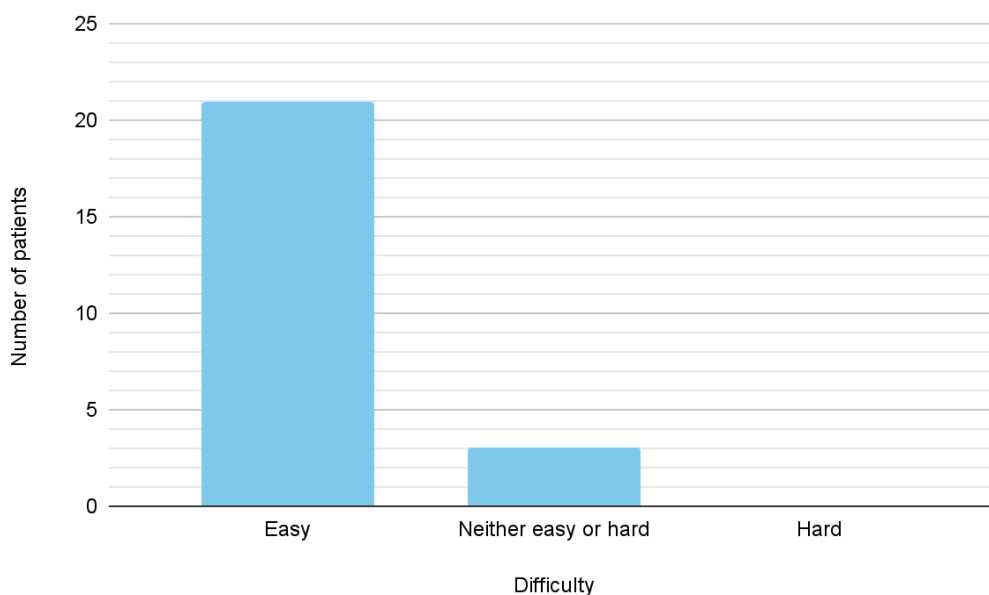
1. How did you book today's appointment?



- "If able to use computers - has been very good"

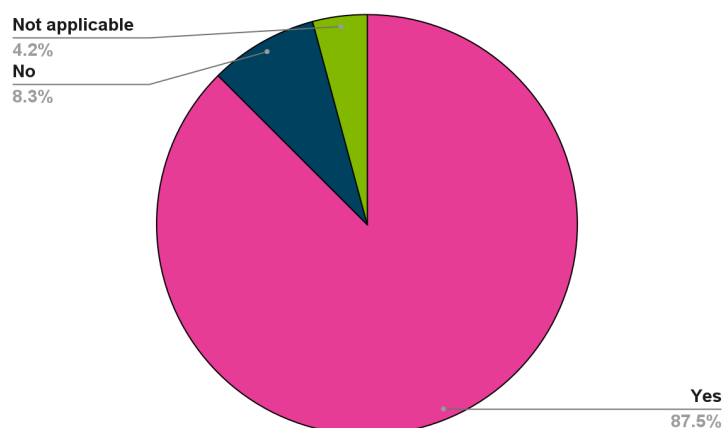
Patients at Woodstock Bower surgery are able to book appointments either in person at reception, by telephone, online via the Accurx app, or via a link that can be provided by text.

2. How easy or hard was it to make the appointment?

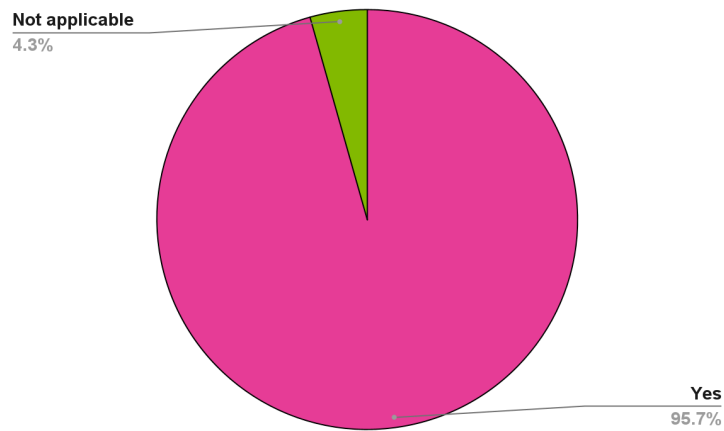


- "Used the NHS app. Filled in symptoms and was contacted by phone"
- "The surgery rang me with an appointment"
- "Phoned and asked for an appointment. Got put through to doctor and phoned straight back with an appointment"
- "I sent a message via the NHS app and the doctor phoned me back to make the appointment"
- "Sometimes not easy to use online because of emotional/mental state"
- "It can be tricky at times but I strongly feel the new online service with the messaging function is excellent"
- "The system allows me to type in all my symptoms and even upload pictures. It is much more efficient than phoning and waiting in the queue"
- "Easy to get through on the phone...it has improved a lot over the last 18 months"
- "I wait but they answer"
- "Whenever I need an appointment if I call they sort it out straight away, I don't have to wait a long period of time"
- "I could get through, staff were helpful"
- "Rang and got an appointment asap"
- "Absolutely fantastic changes in the last year or so. Quick call backs from doctors who are very polite and address myself and family concerns very well"
- "Convenient"
- "The surgery rang me with a cancellation appointment"
- "I sent a message via the NHS app and the doctor phoned me back to make the appointment"

3. Were you asked the reason why you wanted to see a doctor/clinician?

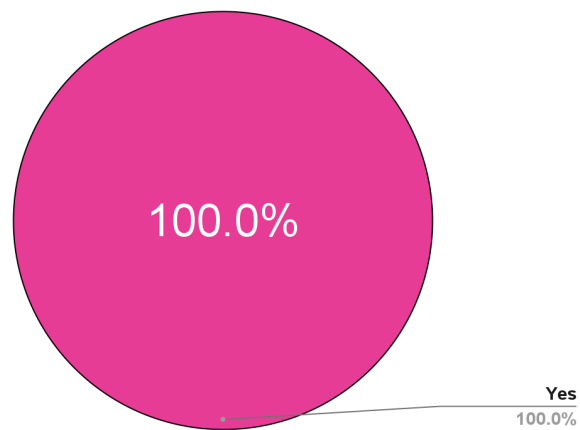


4. Were you comfortable giving the reason?



- "I know they ask so they can put you in with the best person to deal with the problem"

5. Were you happy with the appointment you were given?



- "No issues"
- "Very efficient service in place now"

6. When visiting the practice, how helpful were the following in relation to your individual needs?

Reception staff:



Out of everyone who dealt with a member of reception staff, **100%** said that they were helpful.

- “They are very lovely, kind and respectful”

Doctor:



Out of everyone who saw a doctor, **100%** said that they were helpful.

- “Dr Ali is amazing and has looked after me and my family very well”

Nurse:



Out of everyone who saw a nurse, all bar one said that they were helpful.

Other medical professional:

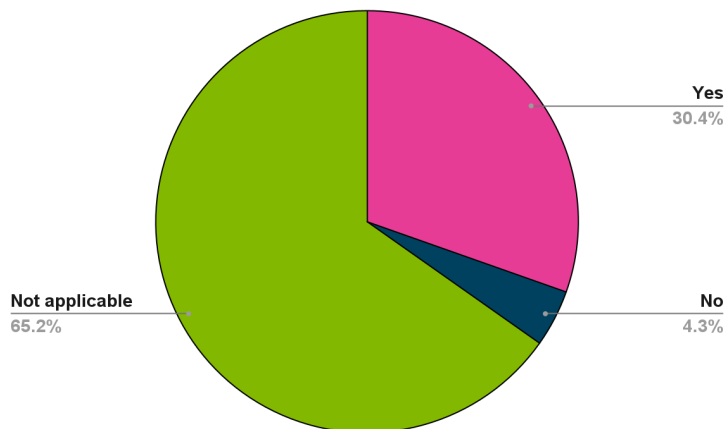


Out of everyone who saw a different medical professional, **100%** said that they were helpful.

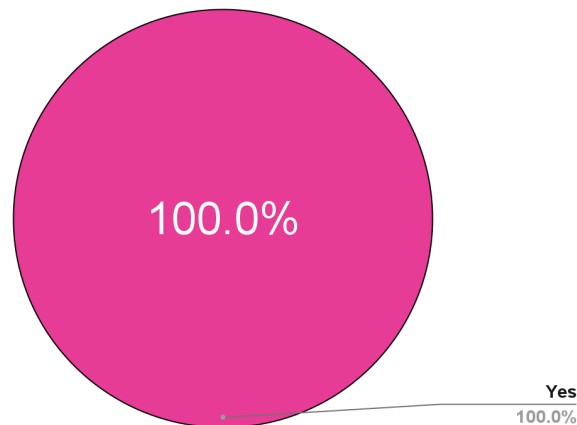
Some general comments we received were:

- “I’ve not been registered with this surgery long, and one thing I have noticed everyone that I have seen so far including doctors, nurses and reception staff have all been so helpful. One doctor went out of his way as I recently suffered from meningitis”
- “Had very positive interactions with all staff. Reception are wonderful. Very efficient practice. Doctors are excellent, they deal with matters very well. I’m so pleased. I will not be changing my practice even if I move!!”
- “The last few months the service is better than the years before. This GP is the best GP, all what I have heard about other GP’s is no good, but here they always look after us”
- “A very efficient service”

7. If you need an interpreter, do you know how to arrange this with the practice?



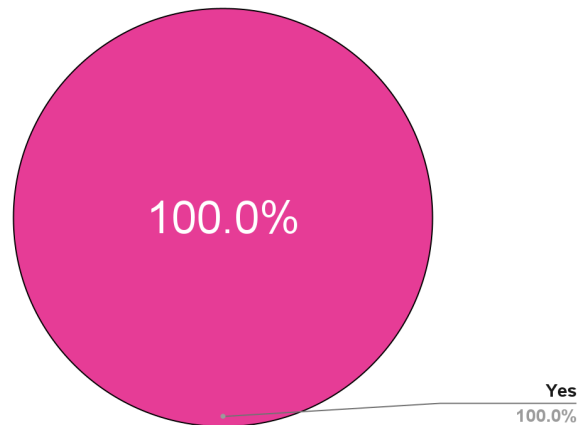
8. When you're seeing a doctor/nurse/other medical professional, do you feel you are listened to?



- "My issue is always dealt with, and I'm always offered further advice that could help prevent or minimise future issues"
- "Doctors are so much better recently. Saw Dr Hasan recently...listened well and took his time. Dr Ali is good too"
- "I've not been with this surgery for very long but recently I suffered from meningitis, the doctor went out of his way to make sure I was alright and did not make me wait ages for my prescriptions and blood tests, he booked me in as a priority straight away"
- "I had high blood pressure, gave me the right tablets, feel a lot better"
- "Doctors have been very attentive. Doesn't feel like I'm being fobbed off. Very patient with elderly patients too"
- "Very attentive listening"
- "I do now but not previously in 2020 and earlier"
- "Yes - my concerns were listened to and acted on"
- "Because all the staff in this GP (most of them) are trying their best to help us and honestly, they listen to us. The receptionists are so lovely, kind and respectful. The doctors, not all of them, so I need to choose"
- "The doctor listened attentively so a diagnosis could be made"

- “Doctor made notes on system and paper (whilst the computer was booting), good discussion on each issue and resolved to my satisfaction”

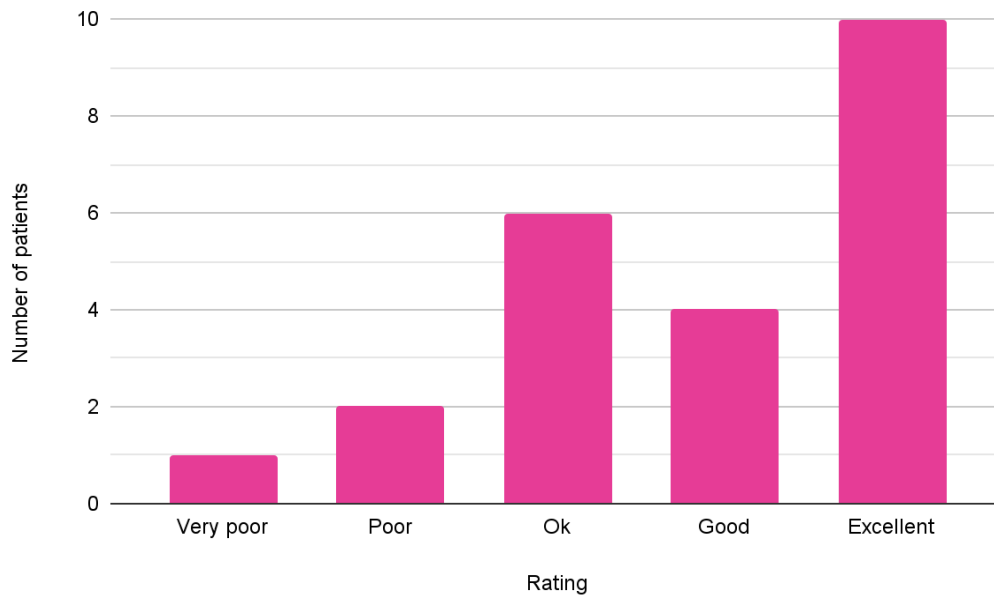
9. If you have any concerns, do you feel they are taken seriously?



- “The office staff are especially attentive if I have a concern or query, and always take ownership until it is resolved”
- “Told the doctor how I felt, gave me a blood test, my vitamin D was low, had the tablets recommended, feel much better”
- “Yes, I was anxious regarding a serious health matter and the doctor was very thorough and provided excellent reassurance. I can see a real change over the last year or so”
- “Most of my concerns been taken seriously”
- “The surgery always strives to do their best”
- “Request to flag vegan diet for vitamin D medication added, along with medication adjustments”

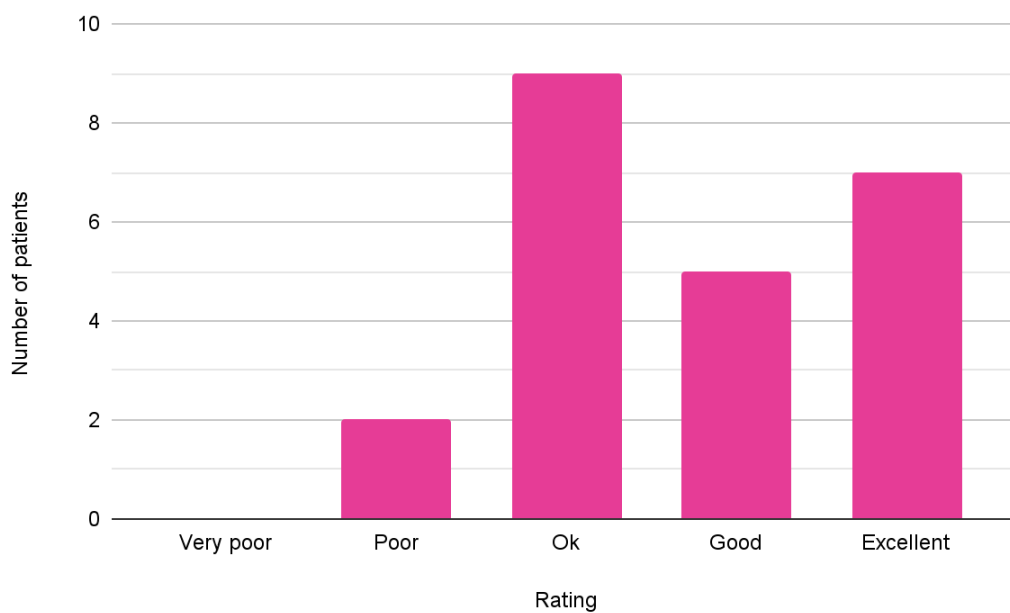
10. What are your views on the waiting room and your experience of waiting for your appointment?

Privacy

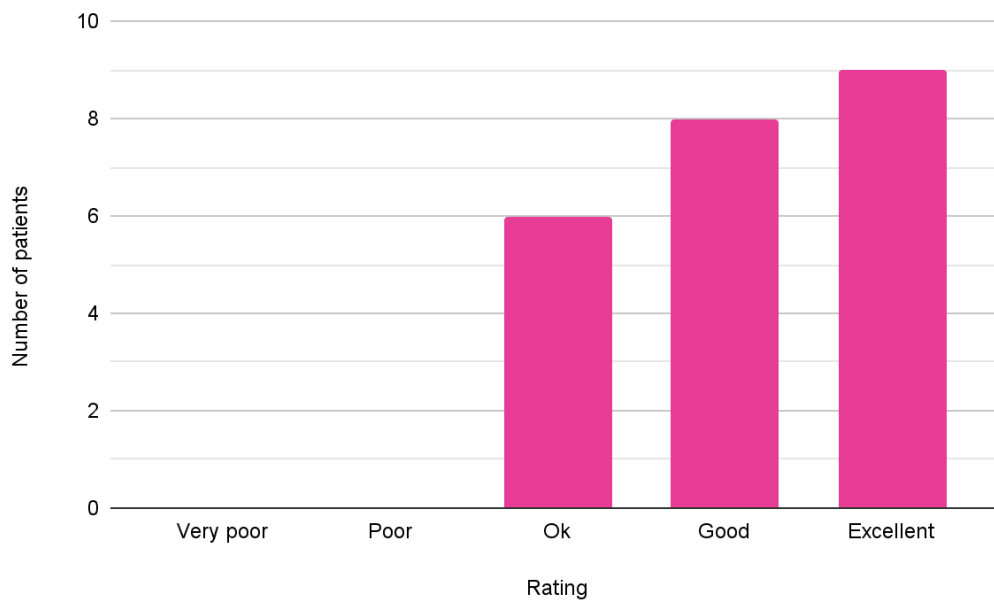


- “No privacy stood at reception desk. But in the past a room was made available if you wanted privacy and were reluctant to speak at reception”

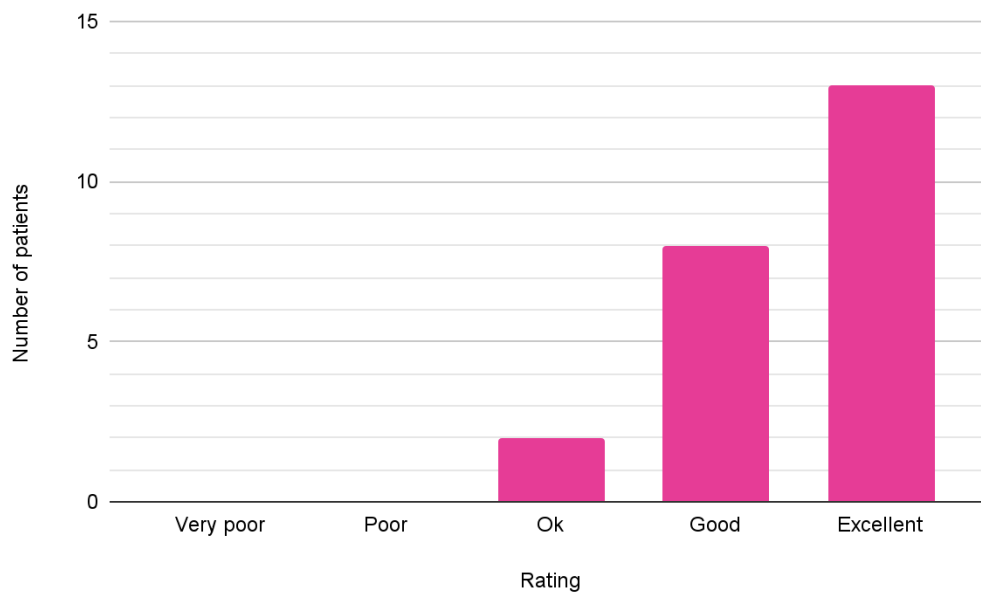
Comfort: Chairs



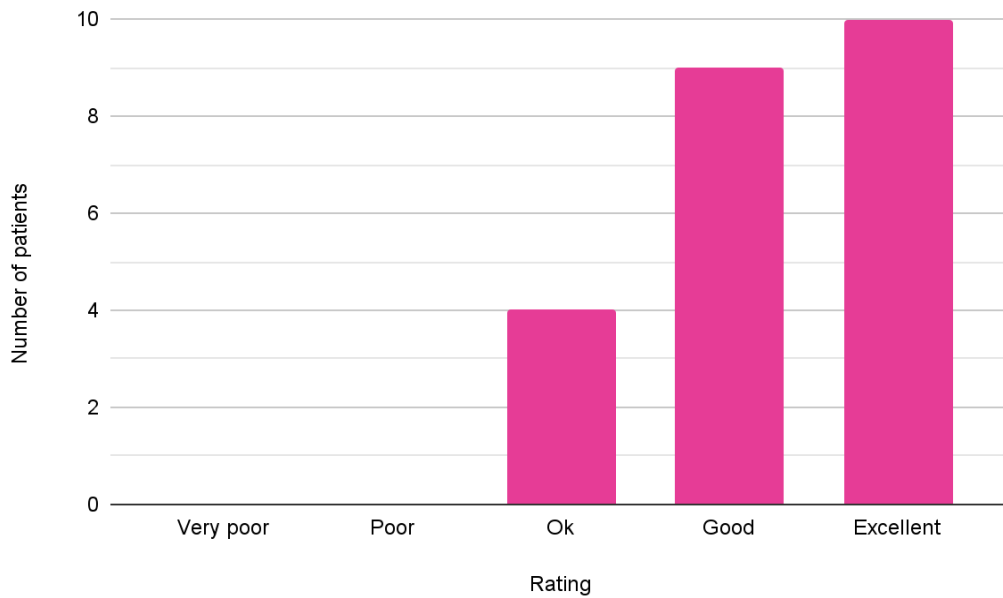
Comfort: Temperature



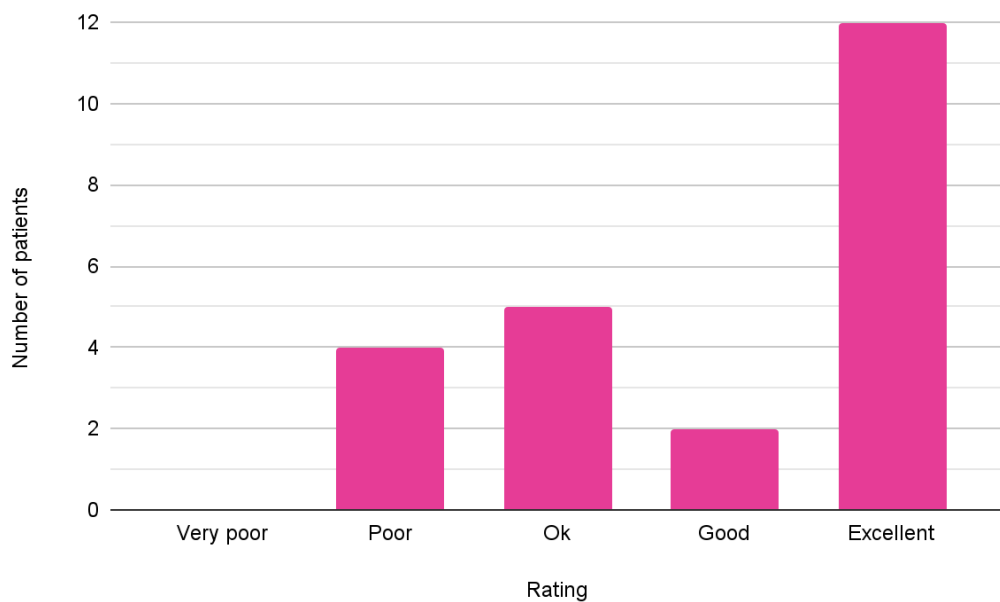
Comfort: Cleanliness



Comfort: Lighting

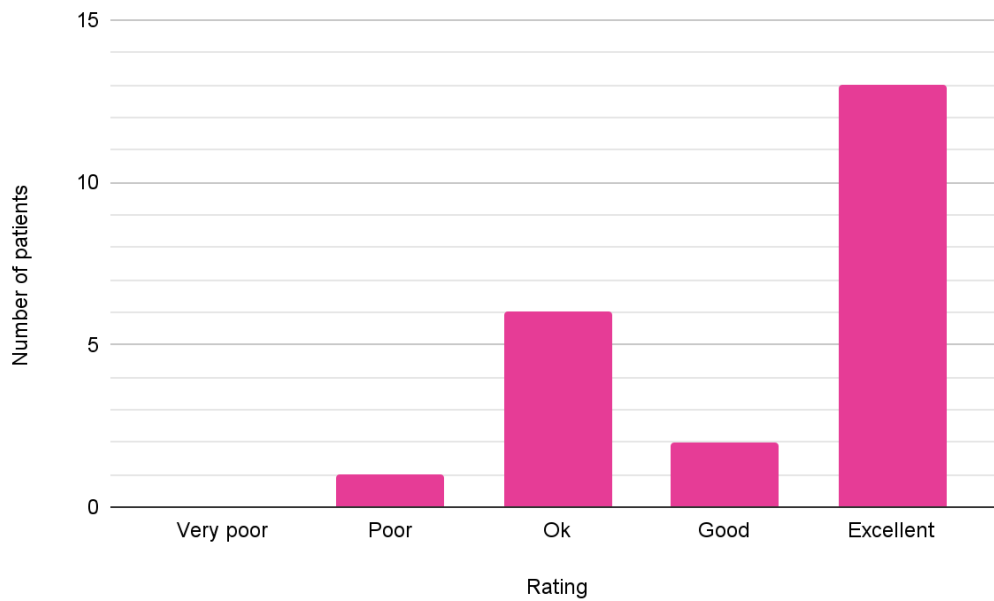


Being updated on your appointment ie delays



- “We arrive either on time or before our appointment and we are never seen on time. No one tells us why they are late”

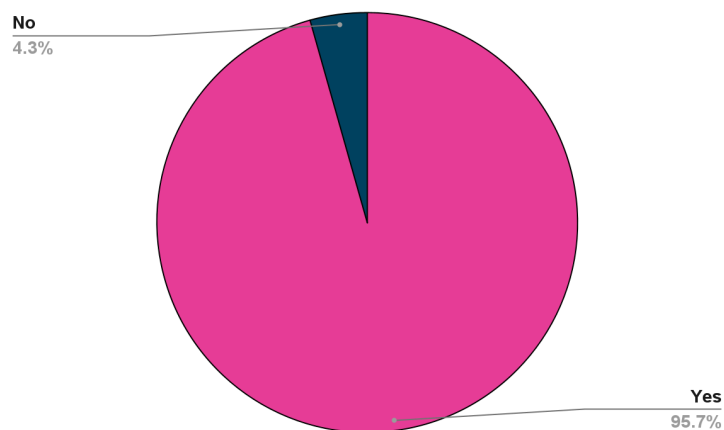
Practice information - is it up to date and relevant to you?



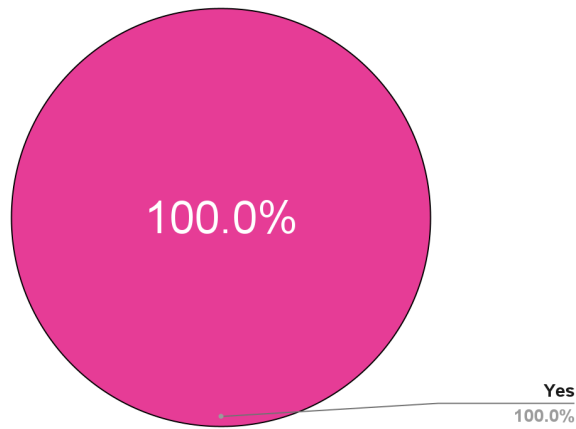
- “Very pleased with all aspects of the practice”

11. Are you always clear on what to do next? For example how to get:

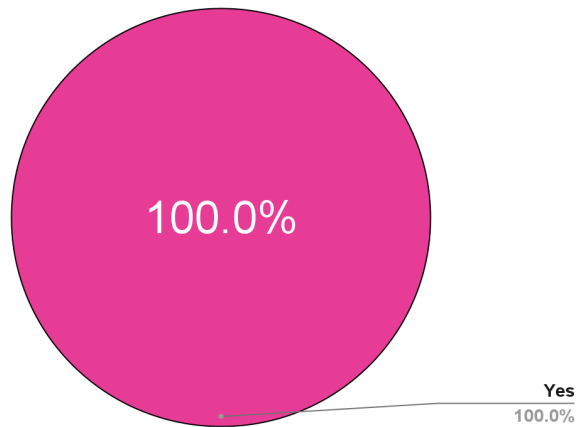
A repeat prescription



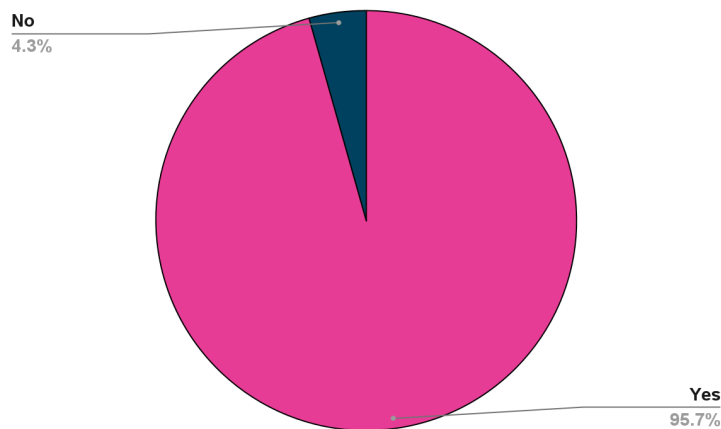
Your test results



A follow up appointment (with a doctor/nurse/other medical professional)

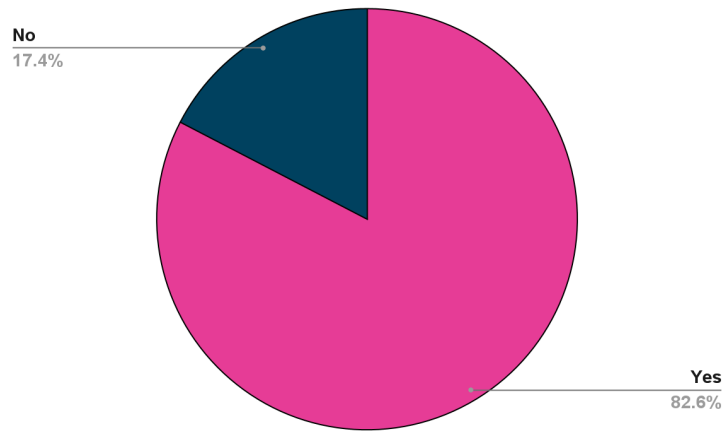


Referrals for other treatment or advice (for example physiotherapy, hospital specialist or clinic)

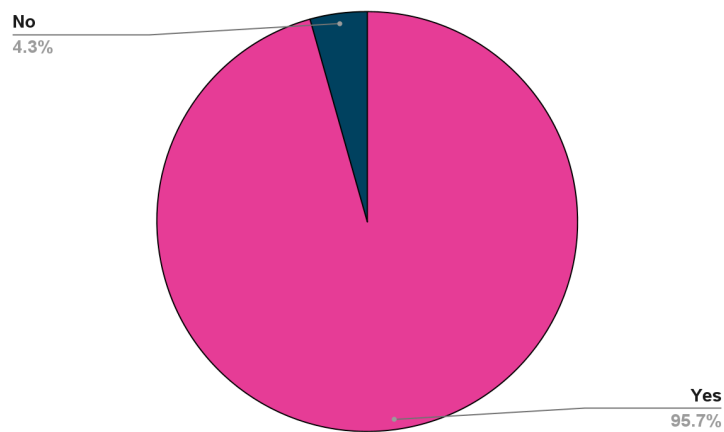


12. Do you know how to give feedback to the practice? For example through:

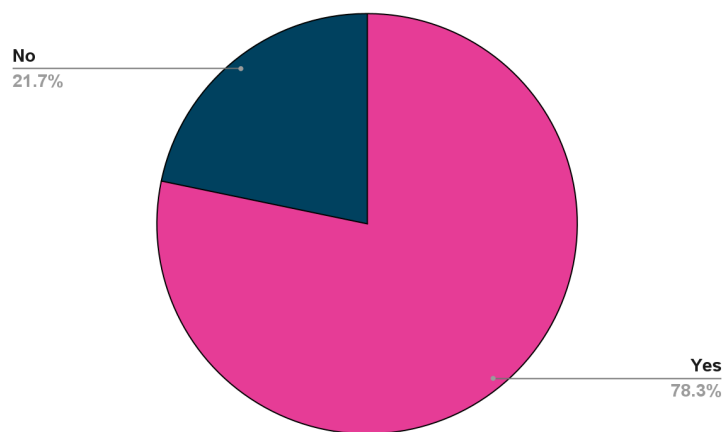
The Patient Participation Group (PPG)



Complaints procedure



Friends and family test



13. a) If you have left feedback or made a complaint, what was the outcome (if relevant)?

Only one person responded to this question.

- “Made a complaint over 5 years ago...was dealt with”

b) Were you satisfied with the way your feedback/complaint was dealt with (if relevant)?

We received 5 responses to this question, all of whom were satisfied with how their feedback or complaint was dealt with.

- “Yes, both times spoken with the practice manager and she has resolved matters for me”

14. Is there anything else you'd like to tell us?

- “I think the practice gets a bad stick (especially the reception), but actually everyone does a great job. The admin staff are always friendly and helpful. Appointments are often later than arranged (I've been waiting 25 mins over today) but that's to be understood when dealing with people's health. I've been with the practice over 20 years and the improvements are amazing to say the demands on the practice have increased drastically”
- “Noticed some changes recently, new GP's, new triage system and a better improved phone system. In the past (over 2 years ago), waiting 45 mins for a repeat prescription!!”
- “I'm really impressed and satisfied with the service I have received so far compared to my previous surgery. The staff are always happy to help”
- “Good service, excellent staff”
- “Great improvements have been made at the practice over the last 18 months. I really appreciate the introduction of emailing for an appointment. Mostly friendly reception staff, willing to help and seek help from others in the practice”

- “I would love the service to keep like this or better. I hope the kind receptionist and other kind staff are treated well and respected”
- “Everything was good”
- “Generally ok. Sometimes the doctor says to make a further appointment at reception but when you speak to the receptionist there are no appointments on the system”
- “Previous GP had seen me for 14 years at the practice which made for excellent continuity of care. Hopefully today’s session will lead to a similar level of cordiality and consistency of care. Numerous locums will be unable to provide holistic care to those with mental and physical disabilities”

Staff feedback:

As well as hearing from patients, we also wanted to hear from staff members employed by the surgery and get their thoughts. 17 members of staff completed our survey online. Those who completed the survey were employed in a variety of positions in both medical and non medical support functions. All answers were anonymous.

1. What’s the best thing about your job?

The best thing about their job for a lot of staff, apart from helping, supporting and caring for their patients, was their colleagues. They felt like they worked in a good team with people who supported them. Staff also enjoyed the variety of their work. It was nice to hear that some staff loved everything about their job!

- “Everything. I love my job”
- “Speaking with patients and helping them in the best way I can with their queries”
- “Having a great team to work with who support each other”

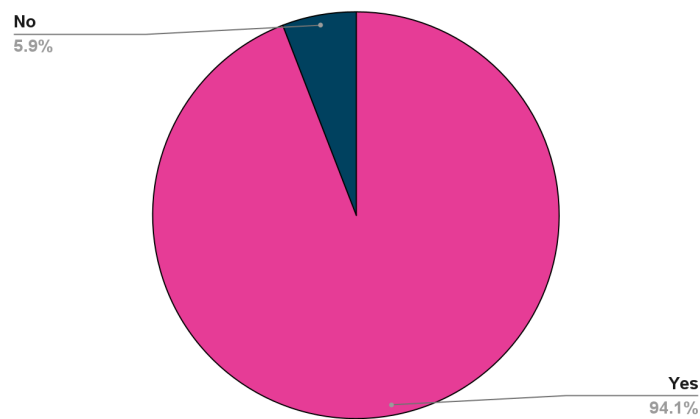
2. What’s the most frustrating thing/main challenges you face in your job?

The main frustrations and challenges that we heard from the responses revolve around difficulties with patients, whether that be unreasonable demands, rudeness or not turning up to appointments. Staff also highlighted the challenges they face around the language barriers between them and patients. Workload pressures were an issue for

some members of staff as well as dealing with the changes that the surgery has obviously been going through.

- “Language barrier can sometimes be an issue or challenge but we remain professional at all times”
- “Dealing with patients...when they are being very rude or demanding”
- “Just keeping on top of the workload”
- “Changes in the workplace and continuity”

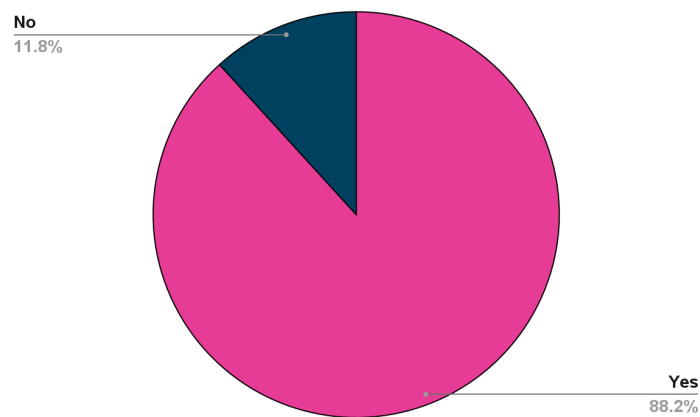
3. Do you have the right equipment to support you to do your role?



Although one person said that they do not have the right equipment to support them in their role, they did not expand on this. We did however hear from others who said:

- “I feel the surgery is very well supplied and has the right equipment”
- “Excellent equipment”

4. Do you have a break?



Although 2 members of staff told us they didn't have a break, one of these was due to part time working. All staff had one main lunch break per day but had opportunities to make drinks, go to the toilet and take eye rest breaks.

5. a) Are you given the support and training you need to do your job?

16 out of 17 said they were given the support and training they needed to do their job. The only person who said no, acknowledged that their role was quite individual and so support and training was limited.

b) Is there any additional training you would like to have?

14 out of 17 said that there wasn't any additional training that they would like.

Of the 3 who said there was, this was linked to being open to any training options or to improve personal awareness surrounding updates and new systems/templates.

- "Always interested in further training"

c) Are there any barriers to your training?

15 out of 17 said that there were no barriers to their training. However we had 2 responses where staff considered there were barriers:

- "Staffing levels"
- "Not many other staff understand the role so training for the role is limited"

6. How do you think the practice could be improved? What suggestions would you make?

A common theme was that an increase in general staff and GP's was felt as a good way to improve the service. This, along with a larger premises, would allow for more appointments and more services being available. Other suggestions were:

- "A more effective alerting system to notify patients to turn up to appointments"
- "Help with the language barriers"

However, some staff felt that improvements were already being made and had no further suggestions:

- “There have been so many improvements over the last two years, I feel the practice is heading in the right direction”
- “Due to a recent take over in partnership, we are implementing the changes that the surgery needed”

7. Do you feel able to make suggestions and/or raise concerns and if so, do you feel they are taken seriously by the practice?

Although **12 out of 15** said that they felt able to do this, the 3 who said this was only true some of the time, did not provide any further information. Some of those who felt able to make suggestions or raise concerns, commented:

- “Our partners are very nice, I can always go to Dr Hussain or Dr Ali at any time of the day”
- “I have raised issues in the past, they were listened to and changes made”
- “The practice manager and the GP partners are very approachable. I can rely on Dr Hussain and Dr Ali to help solve problems”

8. Are you up to date with your organisation’s policies and procedures on the following?

Whistleblowing policy:

15 out of 15 are up to date.

Complaints policy:

14 out of 15 are up to date.

How to access interpreters procedure:

13 out of 15 are aware.

9. Are you supported with:

Stress management:

14 out of 15 said yes.

Mental health:

14 out of 15 said yes.

Physical health:

13 out of 15 said yes.

Although one person was very definite that they did not receive support in these areas, we also heard of reasonable adjustments being made for a member of staff due to personal circumstances, who felt well supported by management and colleagues.

10. Is there anything else you would like to tell us?

We simply heard:

- "I love working here"

Patient Participation Group (PPG) feedback:

The PPG has been running at the surgery for around 10 years and comprises of around 6 people who meet every quarter.

The group was very positive about the surgery and told us how the partners had made huge changes for the better in the last couple of years and had brought the surgery into this century. The group feels they are communicated to well about ideas and changes in the surgery so that they can offer their feedback and opinions. This makes them feel included. The group also spoke about how the partners are involved in different research and development programmes to help run and improve the surgery.

Summary and Recommendations:

Overall, Woodstock Bower surgery is a place where patients are happy and staff enjoy working. Huge improvements appear to have been made over the last few years and both the staff and patients are appreciative of the positive changes that they have seen.

The surgery is light and bright, albeit a little stark and clinical. Although accessibility is good for wheelchair users and those with pushchairs, we noted that there was a lack of comfortable or alternative seating for those with mobility issues or for families. Patients told us that the waiting areas in general are well lit, a good temperature and very clean which we also observed. There is a quiet, calm room for patients and staff to use which supports reasonable adjustment provision. Braille is also provided on signs. The biggest issue that patients told us about was the lack of privacy at the reception desk. We also noted that this was a concern as conversations between patients and receptionists could be heard in the waiting areas.

Patients find booking appointments easy and have several options available to them as to how to make one including in person, by telephone, by text or by app. This ensures that everyone has a way of accessing appointments that works for them. Patients told us how efficient the system is and how quickly staff respond to them. The surgery's triage system is run by a full time GP so that all patients are assessed by qualified GP from first contact. We observed first hand how friendly and patient staff were with patients and this was reflected in the survey results where overwhelmingly patients thought staff were helpful and they felt listened to. Extra support is provided for those who have language barriers to enable them to access the same standard of healthcare. Senior staff are proactive in trying to engage all members of their community in healthcare campaigns.

Patients at the surgery have an excellent awareness of the processes following appointments such as getting repeat prescriptions, referrals for other treatment or follow up appointments. Most patients also know how to give feedback to the surgery, although we noted that this information wasn't clearly displayed. Despite having a very active Patient Participation Group, the details of the group were not advertised, and this could be something that the surgery could implement to show the impact the group has had and encourage participation from all members of their community. All those who completed our survey who had provided feedback or complained to the surgery were happy with how it had been dealt with.

Staff members we observed on our visit were all very friendly and welcoming and the responses we had to our survey confirms that staff are happy working there. They feel supported and any concerns they have are addressed appropriately by the GP partners and practice manager. There is good access to appropriate training and they have the equipment they need to do their job properly. Staff value their colleagues and work well as a team. Although they experience frustrations with language barriers and unreasonable patient demands, they remain professional and enjoy helping people the best that they can. The changes that have been implemented by the surgery over the last few years are already seen as having made a difference and having improved the service they can provide.

Recommendations:

- Alternative seating to be available in the waiting areas, particularly for those with mobility issues.
- Place staff names on the door of each consultation room.
- Ensure that all 3 TV's in the waiting areas are working with translated information available where possible.
- The 'Press here for exit' silver push button needs to be made clearer by repainting or framing it.
- Ensure that if toilet facilities are out of action, alternative options are displayed for patients.
- Ensure that the Patient Participation Group information is displayed clearly and in alternative languages to encourage a diverse group.
- Ensure that the surgery complaints procedure is displayed clearly and the suggestion box is more obvious with new signage and pens and paper supplied.
- Introduce dementia friendly signage by adding some colour contrast to the white walls and signs. This would be beneficial to dementia patients but also help to introduce colour into quite a stark main waiting area.
- Consider alternative lighting if possible. Could a dimmer switch be installed for those sensitive to bright lights?
- Consider introducing a leaflet stand in the main waiting area to bring a more warm and welcoming feel. This would also help to provide patients with information whilst they are waiting. Consideration would need to be given to providing these in other languages where possible.

Response:

Response from Woodstock Bower surgery:

We extend our heartfelt thanks to Healthwatch for visiting our surgery and for the fantastic work done by your volunteers. We truly value the feedback you've provided and are committed to implementing your suggestions in the coming months.

While we've learned that we're excelling in many areas, we also recognize opportunities for improvement. For example, we aim to make the practice more accommodating for patients with dementia and children, as well as enhancing seating options for those with mobility challenges.

Since the new partnership and management team took over, we've focused on implementing meaningful changes, including reducing phone waiting times, taking the brave step to become a total triage practice using Accurx and enhancing access to our services.

At Woodstock Bower, we are deeply aware of the immense pressures facing the NHS, and we remain dedicated to providing excellent care to all our patients.

Acknowledgments

Thank you to Woodstock Bower surgery for being so friendly and welcoming and allowing us to look around the premises. We really appreciate the time taken to respond to our recommendations and the action planned to implement them.

Thank you also to everyone who took the time to speak to us and complete our surveys.



We are committed to the quality of our information. Every three years we perform an in depth audit so that we can be certain of this.