

The future location of Downing Street Practice

November 2020

Background

We were approached by North East Hants and Farnham CCG, and Downing Street Practice, as they wanted to ensure patient feedback was considered within the decision of the future location of the practice. They chose to work with us because we were able to bring an independent perspective to gathering the patient voice, which would contribute to the decision about the future location of the practice.



Methodology

With a tight deadline for the report, our biggest challenge was finding a fast way of ensuring the survey reached the maximum number of patients at a time when footfall through the surgery was minimal (due to the COVID-19 pandemic). We solved this through the use of the text messaging system. Utilising the GP Text Messaging service to carry an online survey was a high efficiency low-cost solution. We also made sure that the digitally excluded were included with telephone interviews.

Findings

Our report was shared with North East Hants and Farnham CCG, and Downing St Practice, who had commissioned this piece of work. It showed that location and family connection were important to people when choosing a GP practice. Although responses were mixed from over 1,100 people who took part, we were able to give a good indication of preferences and reasoning in our report regarding a relocation.

"Your quick turnaround and professional approach to the work has been hugely appreciated."

Engagement Manager, NHS North East Hampshire & Farnham Frimley Collaborative.

About Luminus

Luminus is a Surrey based, independent, community interest company which exists to empower people to have their voices heard. We help organisations provide equity of access and the best services possible, through the inclusive involvement of local people.

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