

In response to patient comments and concerns raised both directly with the Practice and the Patient Access Survey, we have recently taken part in an external audit by Productive Primary Care to review our patient access systems. This independent audit has found that notwithstanding patient perception and based purely on numbers of patients registered with the practice we provide substantial appointments for our population. However, due to increasing levels of care expected by patients with higher levels of long term care requirements, this clearly impacts on the amount of routine accessibility we can provide.

We will continue to review our appointments system in order to make improvements, along with sourcing suggestions from external providers including sharing best practice with other surgeries in Sheffield. We would ask that you please continue to be patient as some of these changes can take a long time to directly benefit patients.