

**306 Medical Centre**  
**Minutes of PPG Meeting held on Thu 2 Mar 2017**

**Present:** **Staff:** Dr M Chawdhery (MC-GP), Dr N. Mujic (NM-GP), Mo Dawood (MD-PM),  
**Patients:** Richard Cooke (RC), Richard Harwood (RH), David Pickard (DP), Jean Halden (JH), Phillip Lipsidge (PL), Ronald Halden (RH), Kathleen Lipsidge (KL), Alan Robertson (AR), Kwame Ocloo (KO),

**Apologies:** **Patients:** [REDACTED]  
 [REDACTED] (redacted)

	Agenda Item	Timings
1	<b>Meet, greet &amp; eat</b>	12.15 - 12.30
2	<b>Welcome &amp; Introductions</b>  Introductions - A big welcome to all.	12.30 – 12.35
3	<b>Minutes of the last meeting and any matters arising</b>  a. Minutes of the last meeting agreed with some minor typographic corrections: <ul style="list-style-type: none"> <li>• Page 3, No.5.1 3<sup>rd</sup> bullet -Replaced the word ‘be’ with ‘by’</li> <li>• Page 3, No.5.2 - Sentence corrected to, ‘It was agreed that this was a good initiative in light of social funding constraints to give some support to any elderly patients needing this to stay independent.’</li> <li>• Page 4, No.6.1 2<sup>nd</sup> bullet - Deleted the word ‘usually’ from ‘...usually within 30 minutes.’</li> <li>• Page 4, No.7.a - Replaced ‘usually’ with the word ‘typical’.</li> </ul> b. Matters arising: Further Reminder: Southwark CCG has now set up an online network and encouraged all members to sign up and contribute. Leaflet shared To Register visit: <a href="http://www.myppg.co.uk/register">www.myppg.co.uk/register</a> . Practice Code: SOUCCG  It was suggested that we had good knowledge in the PPG and members would add value and have an opportunity to influence plans and developments if they joined the online network.  c. JH informed the group that the Breathe easy Choir collected about £136, when they performed at the local Sainsbury’s on 23/12/2016.	12.35 - 12.45
4	<b>Commissioning update and Locality Group Meeting (if any).</b>  Update given by MD with discussion:  a) High unsustainable growth in referrals of between 14-17%. GST has not met the 18 week standard since June 2016. KCH Performance was at 79.1% against 92% target with 17565 patients waiting over 18 weeks and 145 patients waiting over	12.45 – 12.55

	<p>52 weeks. Overall referrals have grown to over 14.2% growth. At the same time Southwark has seen a 4% growth in population.</p> <p>b) The CCG are taking a collective approach with both KCH and GST to optimise referrals by ensuring patients are treated in the right place at the right time by the right clinician.</p> <p>c) PMS Contract Reviews planned for 2017, may be finalised by Oct 2017 subject to local agreements. There was anxiety that this review may result in surgeries seeing a reduction in income in real terms. The surgery may receive some funds but will then be expected to pay these into the federation when currently it was able to utilise these in the practice.</p> <p>d) A discussion took place on the funding of the NHS, and it was suggested that a parallel body the National Care Service be considered to work with the NHS to address the current dilemma of lack of hospital beds, care needs etc.</p> <p>e) Concerns about the privatisation of the NHS and GDP spending were discussed.</p> <p>f) RH pointed out BBC TV programme Hospital which was an eye opener. The programme showed surgeons desperately negotiating for beds so they could carry out much needed operations and in the process losing precious operating time. It was felt that sadly the real issues did not seem to be addressed in the NHS but skirted around such as shortage of beds.</p> <p>g) Also it was felt that GP surgeries were usually unfairly blamed for A&amp;E problems when often patients attending A&amp;E could not be dealt with in a GP surgery as inevitably their condition may be so advanced or complex that they had to be hospitalised. The problem will grow if any practical solutions are not sought, particularly as we have an increasing and aging population.</p>	
5	<p><b>Agreed 3 Priorities for the year 2017</b></p> <p><b>Priorities discussed and there was consensus on the following for 2017:</b></p> <ol style="list-style-type: none"> <li>1. Priority 1: Review appointments and strive to maintain wait times for routine appointments to within 7-10 working days (locality cluster agreed) with at least 50% of all appointments offered online. <b>Update:</b> At the time of the meeting the next available routine appointment with a GP was in 4 working days and at least 58% of all appointments available online.</li> <li>2. Priority 2: Maintain Elderly Care worker, once a month (practice employed nurse, previously a community matron in the locality) to support care needs of elderly patients, case management and holistic reviews. <b>Update:</b> Elderly Care Worker currently employed once a month directly by the practice and at other times shared with local IHL federation.</li> <li>3. Priority 3: Practice Newsletter twice yearly Spring and Autumn. <b>Update:</b> Spring Issue 3 - March 2017 circulated, as published and available on the website and in the waiting room effective 2 March 2017.</li> </ol>	12.55 – 13.10

	<p>MD requested any suggestion about what should be included the newsletter. Some suggestions forthcoming were health matter; any topics that would prove attractive to readers; to emphasise any operational messages such as appointments; even if sometimes the messages may seem little repetitive but this may be effective in changing perceptions and education; service information, and any advice on how to access any services. Any article contributions or ideas of topics welcomed from PPG.</p> <p>PL and KO kindly agreed to proof read any future newsletter drafts.</p>	
6	<p><b>a) Friends and family Feedback (Appendix 1 as appended)</b></p> <p><b>Friends and Feedback Dec 2016, Jan &amp; Feb 2017 reviewed:</b> Feedback generally very positive and the positive comments had consistent themes. Circulated data now published on the website and copies on noticeboard:</p> <ul style="list-style-type: none"> <li>• Positive comments had similar themes and gave a good snapshot of the generally good patient experience of most patients. Any constructive feedback was reviewed and acted on where practicable. Any themes such as late surgeries were reflected on and improvements planned with a view to enhancing patient experience.</li> <li>• Not recommended or any passive comments whilst very few were reviewed any where practicable any improvements suggested. MD happy to give any PPG members, if interested a virtual tour of the appointment system, sharing any rationale used as a basis to set it up, of course whilst anonymizing any patient identifiable appointment data. Examples of some situations discussed. Also average wait times for any GP reflected on - these were not two weeks but may be for a named GP.</li> <li>• It was felt that sometimes the responses were subjective and dependent on individual perceptions, with conclusions reached on just one experience. However it was generally considered good practice to reflect on good and bad, as any feedback received was respected. Feedback was reviewed in the context as it gave a snapshot of patient experience at the time, giving the surgery an opportunity to enhance patient experience where practicable and use this as a tool for regular reviews and any learning.</li> </ul> <p><b>b) NHS Choices feedback (Appendix 2 as appended).</b></p> <p>This was shared for review and a general discussion took place. Some comments had background and this was shared.</p> <p>It was also felt that any anonymous comments seemed a little unfair as no name was provided. It was felt that to give due consideration to any comments, a name would give the surgery an opportunity to constructively investigate any issues.</p> <p>Any constructive feedback/themes were reflected on and it was agreed that the practice had a culture of listening, with all comments responded to promptly.</p>	13.10 - 13.30

7	<p><b>AOB</b></p> <ul style="list-style-type: none"> <li>a. JH informed the group that views had been sought for an article in Southwark News from the local Breathe Easy Group, in light of the recent pollution headlines in the media.</li> <li>b. DP expressed concern about a new story regarding surgery business rates going up. MD explained that he was not sure if this was accurate and if this was the case these were reimbursable. MD explained that CQC fees were also expected to increase to make the CQC self-financed and these were not reimbursed and were an additional financial burden on surgeries.</li> <li>c. KO suggested that patient check-in screen should be repositioned as personal data may be visible to others. MD advised that this was brought to his attention through patient feedback some months ago, and he had reconfigured the data required to check-in which ensured that only parts of any personal data such as date of birth were requested and not the complete date of birth (i.e month and day of birth but not year, first name initial and not full name etc.)</li> <li>d. KO suggested that the noticeboard should be organised in themes such as Travel Health, Health Advice etc. MD pointed out that where practicable the noticeboards were themed but would be happy to review again and improve.</li> <li>e. MD informed the PPG that the surgery had been approached by a leading TV company looking to work with a GP surgery in our area to document the real life workings of a general practice for a major TV channel. After due deliberation the consensus was that the practice should politely decline the offer.</li> </ul>	13.30 - 13.40
<b>Date of next meeting agreed: Thursday 8 June 2017@12.30pm</b>		

Meeting closed at 1.50pm

**Proposed dates for future Meetings 2017:  
Thursdays @12.30pm: 14 Sep 2017 & 14 Dec 2017**

Appendix 1: NHS FFT Dec 2016 - Feb 2017

**1. NHS Friend & Family Test: 306 Medical Centre**  
**Monthly Summary: December 2016**

**Responses**

Surveyed Patients: 249

Responses: 54

**Survey Results**

**December 2016**

👍 91% 🗳️ 6% 🙄 3%

**Report Summary**

	Extremely Likely	Likely	Neither likely nor unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Auto poll	24	18	2	2	1	0	47
SMS - User Initiated							
Tablet/App	0	0	0	0	0	0	0
Web/E-mail							
Manual Upload	6	1	0	0	0	0	7
<b>Total</b>	<b>30</b>	<b>19</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>54</b>
<b>Total % (rounded)</b>	<b>56</b>	<b>35</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>100%</b>

**Patient Free Text Comments: Detail**

**Recommended (28 comments)**

- ✓ Friendly team ...caring to help/assist .
- ✓ Dr Chawdhery, the nurse and the receptionist are all lovely and excellent at their jobs
- ✓ Friendly and informative
- ✓ GOOD SERVICE.
- ✓ Very helpful service
- ✓ Excellent service, can always fit us in to see GP. Friendly staff
- ✓ The nurse was very nice.
- ✓ First visit so not much to base it on but seemed a nice place
- ✓ Good & friendly GP service
- ✓ Appointments can feel very rushed and sometimes I leave without clear understanding of what to do next regarding my problem.
- ✓ First on entrance the receptionists are very helpful and polite Then my doctor is excellent A person whom only want the best for me health wise And that's the kind of service I want and have come to expect #liveTheLifeYouLove
- ✓ Dr generally good but apt felt very rushed as she was running very late.
- ✓ Seen on time, easy to make apt and dr very helpful and kind
- ✓ A prompt follow up with a call or feedback after you refer patient to see another professional outside the GP surgery.
- ✓ Get good service
- ✓ lovely helpful doctors
- ✓ very happy with everyone.. always work hard for patients
- ✓ good service and friendly too
- ✓ a combination of efficiency & kindness.
- ✓ Everyone I have encountered in the surgery has been friendly and professional. I have been seen efficiently and particularly like being able to use the My GP app to book appointments
- ✓ It's good there but not perfect

- ✓ The GP
- ✓ caring
- ✓ registered recently - unbelievably good service compared to my last practice - appts easy
- ✓ Always fit my children in when unwell. I have to usually wait but that is ok as they see them and that gives me peace of mind
- ✓ Prompt and efficient service. Always friendly and professional. And the doctor is always so informative ,patient ,and thoroughly diligent.
- ✓ It has been a very good and helpful service.
- ✓ One comment – consent withheld

### Passive

- ✓ Appt was late running by 45 mins. No reason given

### Not Recommended

- ✓ One Comment – consent withheld

### Thematic Analysis of comments

Reception Experience: 3  
 Arrangement of Appointment: 2  
 Reference to Clinician: 13

## 2. NHS Friend & Family Test: 306 Medical Centre

### Monthly Summary: January 2017

### Responses

Surveyed Patients: 168

Responses: 57

### Survey Results

#### January 2017

👍 93% 🚫 7% 👁️ 0%

### Report Summary

	Extremely Likely	Likely	Neither likely nor unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Auto poll	38	7	0	2	2	0	49
SMS - User Initiated							
Tablet/App	0	0	0	0	0	0	0
Web/E-mail							
Manual Upload	7	1	0	0	0	0	8
<b>Total</b>	<b>45</b>	<b>8</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>57</b>
<b>Total % (rounded)</b>	<b>79</b>	<b>14</b>	<b>0</b>	<b>4</b>	<b>4</b>	<b>0</b>	<b>100%</b>

### Patient Free Text Comments: Detail

#### Recommended (28 comments)

- ✓ My appointment was at 9 and the nurse didn't even arrive at the surgery until 9.07, and I wasn't seen until 9.14! I don't mind necessary delays but I don't think this was necessary.
- ✓ Good to be able to make an appointment in advance and good doctor. But earliest appointment I could make was 6 days away.

- ✓ Great receptionists, very approachable and always really helpful. Always get an appointment when needed. Find both Drs and Nurse extremely professional, approachable and caring. I am very happy with the service myself and my family receive.
- ✓ Friendly staff
- ✓ Very friendly GP helped me deal with slightly embarrassing problem with minimum shame
- ✓ GP was great - listened well, explained well and saw me quickly. V clear on what next steps should be. Appointment was also easy to make, thank you.
- ✓ Welcoming atmosphere. Friendliness, efficiency and professionalism of all staff.
- ✓ Very friendly nurse
- ✓ Dr. Mujic
- ✓ Helpful staff, ability to get an appointment and being able to see same doctor.
- ✓ The practice nurse was very helpful and approachable
- ✓ I am very happy with the service I received at 306 MC, the staff go out of their way to help with any queries or problems. I purposely changed surgeries to 306 MC, as I was not getting the minimum service I would expect from my previous surgery. This was recommended ad and I'm very happy
- ✓ I had a professional advice from the GP.
- ✓ Great doctor
- ✓ Dr Patel took the time to discuss all of my questions and gave me positive answers.
- ✓ I have felt empowered by the treatment given by Roger and Staff at 306. #1OUTCOME?! I can move again! Comfortably and touch my toes! I can continue working! THANK YOU
- ✓ Pleasant and exceptional service -
- ✓ Staff and doctors provide a great service. Staff stay smiling even when dealing with unnecessarily rude and demanding individuals as I noticed at my last visit. They should not have to tolerate this nonsense! 11/10
- ✓ best practice....if only i did not have to move will miss you all and thank you
- ✓ The people who work there.
- ✓ All my family already registered in this GP. Staff and doctors r very good
- ✓ Friendly, efficient and always ready to help.
- ✓ I was seen on time and liked both the dr and nurse.
- ✓ The professional, helpful and friendly doctors that work at the surgery
- ✓ Helpful and understanding.
- ✓ Caring and kind doctors and nurse. Staff try their best to help. Appointments easy to get short wait
- ✓ Managed to get an appointment fairly quickly and was good advice and a course of action by the doctor.
- ✓ I have much confidence in my doctor, who listens 2 me, and will discuss the symptoms. Also, the friendly staff r very helpful and able 2 assist with situations. All in all, 306 is a nice and helpful practice.

### Passive

- ✓ Nil Comments

### Not Recommended

- ✓ Nurse was quite condescending, felt rushed, have to return for prescription, long wait for appointment.
- ✓ If i wanted to book an appointment the nearest one would probably be two weeks from now which is ridiculous if it was a matter of urgency (but not enough for a&e). Also I feel the GPs do not always address your concern sufficiently, it's as if they wait until your condition worsens before action is taken.

### Thematic Analysis of comments

<b>Reception Experience: 10</b> <b>Arrangement of Appointment: 9</b> <b>Reference to Clinician: 20</b>
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**3. NHS Friend & Family Test: 306 Medical Centre**  
**Monthly Summary: February 2017**

**Responses**

Surveyed Patients: 179

Responses: 58

**Survey Results**

**February 2017**

👍 90% 🗳️ 5% 🗳️ 5%

**Report Summary**

	Extremely Likely	Likely	Neither likely nor unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Auto poll	31	10	2	1	2	1	47
SMS - User Initiated							
Tablet/App	0	0	0	0	0	0	0
Web/E-mail							
Manual Upload	9	2	0	0	0	0	11
<b>Total</b>	<b>40</b>	<b>12</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>58</b>
<b>Total % (rounded)</b>	<b>69</b>	<b>21</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>100%</b>

**Patient Free Text Comments: Detail**

**Recommended (28 Comments)**

- ✓ Friendly and competent staff and good availability for appointments.
- ✓ First the appointment itself which I had so prompt, secondly the time allocated was met with a five minutes delay which was OK with me and thirdly, Dr Chawdhery was up to the
- ✓ issues to my satisfaction please
- ✓ Friendly experienced staff
- ✓ Dr Nadia Mujic is always very helpful and attentive. Doctor C on the contrary is always dismissive and doesn't even try to actually listen the her patients .I am now attending
- ✓ appointments with Dr Nadia and I couldn't be more pleased. I would definitely recommend her services. The receptionists are also very helpful and nice.
- ✓ Ms Safiya was really nice and polite. We had really nice conversation during visit. She realised that I needed to have asthma review to get my medicines ASAP so she arranged
- ✓ another appointment yet the same day. Lady in the reception room is really nice and polite as well. She always greets me with smile and friendly tone of voice. So summing up
- ✓ whole visit was really pleasant. :)
- ✓ Drs careful listening and action on symptoms
- ✓ Excellent service from the front desk to my lovely Dr Chawdhery
- ✓ THE BEST SURGERY - I am afraid to share them with other
- ✓ Friendly receptionist, doctors that listen and a great nurse
- ✓ Caring doctor
- ✓ The reception and doctors are friendly and professional.
- ✓ Lovely manner of GP, very kind and supportive
- ✓ Friendly staff, clear communication around appointment reminders. Good use of the my GP app. Appointments are always on time. Great location.
- ✓ I find the staff very helpful and I think Dr Chawdhery and Dr Mujic particularly helpful and they always make me feel as though they have time for me plus they explain things to me.
- ✓ Both excellent Drs
- ✓ The treatment and the personal services provided are EXTREMELY GOOD
- ✓ Attention, medical expertise and bedside manner

- ✓ Dr Chawdhery is one of the best GPs I ever had. Team at the surgery is brilliant, caring and very helpful
- ✓ Easy to get appointments. Friendly doctors
- ✓ Very kind + understanding staff (Dr Mujic + Gareth Stevens are especially fantastic)
- ✓ Staff are very helpful. Dr listens to your views and concerns and accommodates these in her treatment.
- ✓ My Doctor was excellent. Listened to make, empathised and explained a plan to help me medically
- ✓ Dr Chawdhery is amazing
- ✓ The staff in particular Dr Chawdhery who with time and care and patience has managed to control a pre-existing medical condition which I have been undergoing for a number of years. Thank you
- ✓ I am so happy with my Dr Chawdhery. She is great all the times. Thanks <name given>
- ✓ Very clear explanation of issues + what needs to be done. Feel cared for
- ✓ Baby check up

### Passive

- ✓ The doctor did not make enough notes in the 1st appointment so asked me all the same questions in the 2nd appointment, I think the result was the recommendations for treatment will solve the short term symptoms not the underlying problem

### Not Recommended

- ✓ Hours are not working individual friendly. Limited staff. Impossible to get appointments within a reasonable time period.
- ✓ The time slots are too small and the GP is always in a rush to get me in and out of the door as quickly as possible. I was unable to discuss one of my problems and instead had to book another appointment

## Appendix 2: NHS Choices Feedback

**Anonymous** gave 306 Medical Centre a rating of 2 stars

***Was diagnosed as a type 2 diabetic.***

*I was diagnosed as type 2 diabetic but not given a chance to improve my blood sugar level through diet and life style change. I was pushed onto drugs very quickly with no diet or life style change. Dr's are just about pushing the drugs for the drug industry not about cure. Shame. I have bought down my weight and sugar level without drugs just healthy eating and more exercise.*

Visited in September 2015. Posted on 25 December 2016

**306 Medical Centre** replied on 28 December 2016

We are sorry that you felt this way about your recent experience. We have taken note of your comments and would like to assure you that we always act in the best interests of our patients.

We were however unable to ascertain specific details from your review and would be happy to hear from you with further information to enable us to investigate your concerns.

We would like to assure you that we strive very hard to provide a quality service and our focus is always on ensuring our patients have a good experience at the surgery.

We would be grateful if you would kindly contact the surgery at your earliest and ask to speak to the practice manager, so that we can look into your concerns.

With kind regards

Practice Manager - [www.306medicalcentre.nhs.uk](http://www.306medicalcentre.nhs.uk)

**unhappy patient** gave 306 Medical Centre a rating of 1 stars

***Do not register at this surgery***

*First of all, you will wait a long time for an appointment – urgent or not. Once you get an appointment however, you will sit long in the waiting room until you actually see your general practitioner- sadly without any apology for the delay. Secondly, the doctor who I was under the care of for the last couple of years was unfriendly, insensitive, disinterested and dismissive of my complaints and background health history. I regret to say that the reception staff too, was disinterested and unfriendly. I am very disappointed by the service and I would not recommend to anyone.*

Visited in July 2016. Posted on 02 February 2017

**306 Medical Centre** replied on 3 February 2017

We are disappointed to hear about your experience but at the same time feel, that your comments may be somewhat unfair.

I can assure that the wait time for a GP routine appointment in the practice is on average 5-7 working days, which compares very favourably in the locality and the practice has been commended for this by the patient participation group.

Whilst we accept that on occasions GP surgeries run late, this is inevitable and usually not in our control as some patients with complex health needs may require more time. Our reception staff, usually inform waiting patients of the delay with an apology and our GPs also thank patients for waiting.

We strongly refute your alleged comments regarding the doctor and reception staff, which you make whilst remaining anonymous in this post. We would have sincerely hoped that you would have raised any concerns constructively with specific examples of incidents through the practice complaints process. Thus, giving us a fair opportunity to investigate any facts and respond appropriately.

We always strive to provide a high standard of service with care and empathy to all our patients. We will continue with the knowledge that usually our patients value our service and have a very good experience at the surgery. This is reflected in the positive comments we receive in the monthly Friends and Family Test Surveys, available on our website, [www.306medicalcentre.nhs.uk](http://www.306medicalcentre.nhs.uk).

With kind regards

Practice Manager - [www.306medicalcentre.nhs.uk](http://www.306medicalcentre.nhs.uk)

**Emily H** gave 306 Medical Centre a rating of 5 stars

**Fantastic Service**

*Registered after years of living in London and being nervous about leaving my family GP at home. I am very glad that I did! I had two appointments with the nurse, who I found professional, understanding and non judgemental. Followed by a very caring GP and follow up appointments with the osteopath who is nothing but a miracle worker! I have been so impressed by the care attention and follow up by this clinic. Thank you so much for your support. I know that my problems have not been minimised and my time spent with this range of professionals has never felt rushed.*

Visited in December 2016. Posted on 05 February 2017

**306 Medical Centre** replied on 06 February 2017

Thank you for taking the time to share your feedback and positive experience with us on NHS Choices.

We always strive to help our patients and am glad to hear that we were able to provide you an efficient service. I will convey your kind words to the practice team, which will be an invaluable morale booster and will be greatly appreciated during these challenging times for general practice.

It is pleasing to hear that our efforts in ensuring that our patients have a good experience at the surgery are recognised and appreciated, particularly on NHS Choices. Whilst we receive regular good feedback in the monthly Friends and Family Test Surveys (available on our website, [www.306medicalcentre.nhs.uk](http://www.306medicalcentre.nhs.uk)), this is not reflected on NHS Choices.

With kind regards

Practice Manager - [www.306medicalcentre.nhs.uk](http://www.306medicalcentre.nhs.uk)

**Jane OL** gave 306 Medical Centre a rating of 5 stars

**Excellent surgery - kind, caring and professional**

*This is the best GP I have attended in London and I've lived here for 23 years. The doctors are kind as well as being very professional. I can see the same doctor each time, they are amazing, I feel that they genuinely care about me and other patients.*

*The nurse, reception staff and surgery manager are all equally professional and kind. The same staff have been there a long time, which is a sign of a happy workplace.*

*I have had some bad experiences of GP surgeries in London and it was amazing to find a place as good as this.*

*I cannot recommend it enough!*

Visited in February 2017. Posted on 15 February 2017

**306 Medical Centre** replied on 15 February 2017

Dear Jane

Thank you for taking the time to share your feedback and positive experience with us on NHS Choices.

We strive to ensure that our patients have a good and caring experience at the surgery. It is very pleasing when our efforts are acknowledged and appreciated, particularly on NHS Choices. I will convey your kind feedback to the practice team and am confident it will be greatly appreciated.

Once again, thank you so much for taking the time to share your experience.

With kind regards

Practice Manager - [www.306medicalcentre.nhs.uk](http://www.306medicalcentre.nhs.uk)