

THE DOCTORS, STAFF AND PRACTICE MANAGER

DEDDINGTON HEALTH CENTRE REDEVELOPMENT. MARCH 2018.

I am writing as Secretary of the Deddington Patient Participation Group on behalf of my fellow members, to convey our sincere appreciation and thanks to the dedicated team of staff within the surgery who have worked so hard to bring about such a successful transformation of the surgery space.

The Patient Group are well aware of the increase in people living locally, brought about in the main because of the increase in house building. This in turn has put considerable pressure on the practice to maintain a quality service to patients, with reasonable wait times and continuity of care for those patients who need it. We are grateful to the doctors for taking the time to think about the surgery's long term commitment and provision of services to patients, and to undertake this radical redevelopment of the building to enable them to cope with this increase.

As you know, the PPG has recently attended the surgery for a tour of the new facilities, and can clearly see that it has taken a huge effort, over and above the day job, to bring about the changes. ALL staff have worked in difficult and noisy situations to enable patient care to be disrupted as little as possible. For this we are grateful and thank them – it can't have been easy and our special thanks to the Practice Manager who has led by example and held this project together so well. Staff told us they too were grateful for the patience and forbearance shown by patients. We understand the project has come in on time (well done contractors); a huge achievement considering the unexpected need for rewiring that had to be incorporated into an already ambitious plan – the results are amazing and speak for themselves.

I trust that all staff will see the benefits to their working environment when the project is finished shortly and will continue to provide the excellent service that we patients have come to expect from the dedicated staff that you employ.

Once again, sincere thanks from all practice users for a job well done!

JOHN C. WEBB

Secretary, Deddington Health Centre P.P.G.

March 2018.