

Alison Navarro
Community Action Sutton
Granfers Community Centre
Sutton
SM1 3AA

Tuesday 10th December 2019

Dear Alison,

We are pleased to attach our latest 'mystery shopping' report which investigates whether people who are homeless or without a fixed address are able to register at GP surgeries throughout the London Borough of Sutton.

As you will see, we contacted 23 GP surgeries as 'mystery shoppers' to assess how each surgery performed in terms of customer service and information provision.

We would encourage you to circulate this report to all who may have an interest in this field.

We have analysed the responses we received from the GP surgeries, and used the responses to develop three recommendations, with actions, that we are looking to take forward.

We would welcome any feedback, ideas, action or support from Community Action Sutton or the wider voluntary and community sector. We would also like to offer your organisation any practical support that will enable actions in response to the recommendations to be taken.

The following organisations have also received this letter and a copy of our report for their information:

- GP Practice Partners and Practice Managers
- Sutton GP Services (GP Federation)

Sutton Clinical Commissioning Group has also received this letter, with an additional request to respond under the statutory obligation of service providers and commissioners to respond to Healthwatch reports.

We would be very willing to come and present the findings at any groups or committees that you feel might benefit from hearing about this work and may be able to help us to identify ways that we can support this group of people.

We would also like to take this opportunity to say that we are grateful to Community Works, Inspire, Sutton Mental Health Foundation and Sutton Night Watch who supported us in developing the recommendations. Please note that this report has already been shared with these groups.

Thank you in advance for taking the time to look at our report.

If you have any questions, please do not hesitate to get in touch with Pete Flavell via email pete@communityactionsutton.org.uk or calling 020 8641 9540. We look forward to hearing from you.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Pete Flavell', is written over a light blue rectangular background.

Pete Flavell
Healthwatch Sutton CEO

