

Lucie Waters
Sutton CCG
Priory Crescent
Sutton
SM3 8LR

Tuesday 10th December 2019

Dear Lucie,

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 staff who 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 be grateful if you could work with relevant staff to look at the recommendations and see if you are able to support the actions (possibly in collaboration with others). We would also like to offer your organisation any practical support that will enable these actions to be taken.

The legislation that sets out the remit of Healthwatch also places a requirement on service providers and commissioners to respond to a Healthwatch report in 20 working days (by 10/01/2020). This need only be an initial response with more detailed responses being developed at a later date.

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

- Sutton GP Services (GP Federation)
- GP Practice Partners and Practice Managers
- Community Action Sutton (as a representative of the voluntary and community sector in Sutton)

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 identify ways that we can support this group of people.

We would also like to take this opportunity to thank the staff from your organisation that have supported us in developing the recommendations.

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 blue ink, appearing to read 'Pete Flavell', is displayed on a light blue rectangular background.

Pete Flavell
Healthwatch Sutton CEO

