

Re: Survey for patients of Pond Tail Surgery in Godstone

Following the sad demise of Dr Khan-Gilbert in August this year, Dr Shazia Chaudhary and her team are continuing to provide high quality care to the patients of Pond Tail surgery. This is a short-term solution so [Surrey Heartlands Clinical Commissioning Group \(CCG\)](#) is working with Pond Tail Surgery to review all available options for the delivery of long term, sustainable primary health care for patients registered with the practice.

The CCG wants to hear from patients about how local GP services could be provided to them in the future. They would like to understand what their priorities are for future service provision and what matters most to them. This will help to inform the decision that the CCG needs to take early next year regarding how GP services will be provided for local people.

To start this process, the CCG has produced a short survey that they would like as many local people as possible, **especially Pond Tail patients**, to complete. It should only take a few minutes. Please encourage any local people you know to complete the survey: constituents; family members; friends; neighbours and any local groups you are aware of.

The survey can be accessed by clicking on the following link:

<https://www.smartsurvey.co.uk/s/PondTail>

The CCG will also post copies of the survey to people on request via the following:

- Email: syheartlandsccg.contactus@nhs.net
- Tel: 0300 561 1555
- SMS: 07917 087 560 (text phone only)
- Write: FAO Communications and Engagement Team, NHS Surrey Heartlands CCG, Cedar Court, Guildford Road, Leatherhead, Surrey, KT22 9AE and make sure to include full return address and postcode

Paper copies can be returned direct to the surgery by posting them through the letterbox. This is secure and checked daily. Alternatively completed surveys can be posted to the address above.

The closing date of the survey is **Monday 4 January 2021**. The anonymised results of the survey will be shared with the CCG's Primary Care Commissioning Committee. In early 2021, proactive engagement will take place, the arrangements for which will be shared shortly. Given the ongoing pandemic, events will need to be virtual.

Thank you for your help in advance. We are very grateful for your time in sharing this survey. If you would like to discuss further, please do not hesitate to contact syheartlandsccg.contactus@nhs.net

Best wishes

Sumona Chatterjee

Crawley East Surrey Horsham and MidSussex (CRESH) System Director