

## Quality in GP and pharmacy services – have your say

Dear colleague

Our goal in Kingston is to provide high quality GP and pharmacy services for all. Our measure of success will be satisfied patients, and staff who feel positive about what they are doing. As pressure increases on local health services it's important that people using these services know what they can expect from them as well as understanding what local GP practices and pharmacies can expect from people using their services.

To support this Kingston & Richmond CCGs have launched a project to develop quality pledges for GP practices and pharmacies across Kingston and Richmond. In developing these pledges we're asking people to tell us what matters most to them when they need to visit a pharmacy or see their GP. At the same time we will also develop a set of responsibilities for patients, carers and local people – asking how they can help their GP or pharmacy to continue to provide a good service for all patients into the future.

To make sure we get these right we want to talk to as many people as possible. Since November 2017 we have been going out into the community having conversations with patients, carers and local people and also clinicians and staff delivering these services.

We would value your support in promoting this project again to your staff, service users, patients and within your networks. If you are responsible for running a community group or hosting a local event between now and 31 January 2018, and if your community might be interested in taking part in this important work, let us know and we will bring our project out to you.

There are a number of ways local people can take part by:

- Looking out for and completing the comment card in your GP practice or pharmacy and other locations across the borough.
- Completing the short online survey <https://www.surveymonkey.co.uk/r/KandRQuality>
- Inviting us to their organisation or group's event or meeting to have a conversation about GP practices and pharmacies.
- Follow us on Twitter [@KingstonCCG](https://twitter.com/KingstonCCG) to find out what local events we'll be attending.

To invite us to your event or for more information:

[kingstonccg.communications@swlondon.nhs.uk](mailto:kingstonccg.communications@swlondon.nhs.uk) or ring 020 8339 8107

Kind regards

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