

Good healthcare responds to patients

ChilversMcCrea ensures that good management is employed in all its practices. By successfully implementing effective management medical professionals have more time to treat and care for patients. The most appropriate clinician from the team is used to ensure the best and fastest care.

But good management and healthcare delivery goes beyond effective administration. ChilversMcCrea listens to its patients, involving them in decisions and ensuring they drive improvements in their practices.

This starts at the very beginning. Before submitting a bid for a practice, ChilversMcCrea launch a patient consultation programme to ensure its plans match the needs and priorities of its prospective patients. This helps explain both their success in winning bids and in quickly improving services to patients.

Patient groups

Patients know what is good or bad in a practice, what is working well and what could work better and ChilversMcCrea values their experience and input.

All ChilversMcCrea's practices have a vocal patient group which local staff and doctors meet on a regular basis. Regular patient surveys are undertaken to allow everyone to directly raise concerns. Patient feedback is highly valued by ChilversMcCrea and shapes future policies and priorities.

Dr Paul Zollinger-Read, Chief Executive of North East Essex PCT and also a working GP, said:

“ChilversMcCrea are good at listening to patients to find out what their issues are.”