



Communitas – Our Message to Commissioners – a video overview:

1. Communitas is a small local provider of intermediate services (specifically dermatology and ENT) for several boroughs of London.
2. We have saved commissioners millions of pounds along the way by operating outside of NHS trusts, in the community, for typically 60% of the national tariff.
3. Two of the clinic's company values are positivity and emotional intelligence - these trickle down through the whole of the company and ensure great customer service is at the heart of patient services.
4. We pride ourselves on great clinical care, making sure patients are seen at the right place and the right time.
5. This efficiency cuts down costs while maintaining high levels of patient care and customer service.
6. We provide our clinicians with an environment conducive to continuous professional development where they can improve, learn and hone their clinical skills.
7. Patient satisfaction questionnaire's and robust complaint systems are in place in the clinic so any problems are immediately actioned.
8. There is a strong emphasis on positivity alongside expertise within our team, this is felt by all, especially patients accessing these services.
9. Data analysis is important to us. Key performance indicators, effective reporting, targeted audits and a clear understanding of our commissioners' requirements help us to deliver award winning services.
10. Keeping track of these data sets and reports provides commissioners with excellent visibility of service delivery. These data sets assist both us and our commissioners make informed strategic and operational decisions.