

Patient Participation Group - Frequently asked questions

Q. Why are we asking people for their contact details?

A. We would like to be able to contact people to ask questions about the surgery and how well we are doing to identify areas for improvement.

Q. Will my doctor see this information?

A. No. This information is purely to contact patients to ask them questions about the surgery, how well we are doing. Your doctor will only see the overall results.

Q. Will the questions you ask me be medical or personal?

A. We will only ask questions about the practice, how we are providing services and what we can do to improve those services.

Q. Who else will be able to access my contact details?

A. No-one beyond the Practice.

Q. How often will you contact me?

A. Not very often. 2 to 3 times a year.

Q. What is a patient group/patient representative group?

A. This is a group of volunteer patients who are involved in shaping the services available to patients.

Q. Do I have to take part in the group?

A. No, but if you change your mind, please let us know.

Q. What if I no longer wish to be on the contact list or I leave the surgery?

A. We will ask you to let us know if you do not wish to receive further messages.

Q. Who do I contact if I have further questions?

A. Bev Chiddle, Management Team Secretary on 01202 696514