Have a say in the services we provide

Patient representative group

Which of the following areas should we focus on (please tick all that apply):

- Getting an appointment
- Clinical care
- Telephone answering and access
- Waiting room facilities
- Customer service
- Time keeping
- Patient information
- Opening times
- Parking
- Other (please specify)

Other (please specify)
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Thank you.

Please note that no medical information or questions will be responded to.

The information you supply us will be used lawfully, in accordance with the Data Protection Act, 1998. The Data Protection Act 1998 gives you the right to know what information is held about you, and sets out rules to make sure that this information is handled properly.
Patient representative group

We are recruiting a group of patients to help improve our services. Would you like to be involved?

Frequently asked questions

Q What is a patient representative group?
A It is a group of patients who work with doctors and practice staff to improve services for everyone. We want our group to be as representative as possible of people who use the practice.

Q Do I have to attend meetings?
A No. We would love to see you at meetings but if you can’t spare the time or would prefer to take part in some other way you can still be part of our patient group through email or the internet.

Q Why are we asking people for their contact details?
A We need to be able to contact you from time to time if you wish to be involved in the group.

Q Will my doctor see this information?
A No. We are only collecting contact information at this stage. You can contribute to the group without your doctor knowing you are taking part if you prefer.

Q Who else will be able to access my contact details?
A The details you provide will not be used for any other purpose or shared with anyone else.

Q How often will you contact me?
A Not very often. Only a few times a year.

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 Let us know if you do not wish to receive further messages and we will delete your contact details.

Q Who do I contact if I have further questions?
A Insert name and contact details of practice lead:

Please complete the final section overleaf.