

Patient Participation Group

Questions & Answers

Q Why are you asking people for their contact details?

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

Q Will the Doctor see this information?

A This information is purely to contact Patients to ask them questions about the Surgery, how we are doing and ensure that changes that are made are Patient focused. If the Doctor is responsible for making some of the changes in the surgery they might see general feedback from patients.

Q Will the questions you ask be medical or personal

A No. We will only ask general questions about the Practice, such as short questionnaires

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

A Your contact details will be kept safely and securely and will only be used for this purpose – they will not be shared with anyone else.

Q How often will you contact me?

A Not very often – it does depend on the responses we receive and any actions planned as a result.

Q What is a Patient Participation Group?

A This is a group of volunteer Patients who are involved in making sure that the surgery provides the services its Patients need

Q What if I no longer wish to be part of the Patient Participation Group or I leave the surgery?

A We ask you to let us know by email if you do not wish to receive further messages