# Our Patient Participation Group has been created to:

- Promote the proactive engagement of patients
- Seek views from patients and act on their views
- Involve patients in decisions about the range and quality of services provided
- Involve patients in decisions that lead to changes to the services the practice provides
- Assist in gathering views from the wider patient population through the use of local practice surveys

## Thank you

For taking the time to join our Patient Participation Group.

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.

# **Preston Road Surgery**



# Patient Participation Group

Have a say in the services we provide

### **Patient Participation Group**

#### **Common patient questions and answers**

#### **Q** What is a Patient Participation Group?

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

#### 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, how well we are doing and to identify areas for improvement.

#### Q Will my doctor see this information?

A This information is purely to contact patients to ask them questions about the surgery. If your 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 me be medical or personal?

A 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 and will not be shared with anyone else.

#### Q How often will you contact me?

A Not very often, probably a couple of times a year.

## 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 Please contact Tracey Scorer - PPG Coordinator

#### **Contact Form**

If you would like to be part of the Patient Participation Group please complete the form below and return it to the surgery.

Name
Address
Postcode
Email address (this is our preferred way of contacting you, please print clearly)
The following information will help ensure that we speak to representative sample of the patients registered at this practice.
Are you: Male Female
Age:
Under 16
55 – 64 65 – 74 75 – 84 Over 84
Which ethnic background do you represent?
White
British Group Irish
Mixed  White & Black Caribboon White & Black African White & Asian
White & Black Caribbean White & Black African White & Asian  Asian or Asian British
Indian Pakistani Bangladeshi
Black or Black British
Caribbean African
Chinese or other ethnic group
Chinese Any other