

## **Patient Participation Group: FAQs**

### **What is a Patient Representation Group?**

It is a group of patients who volunteer to get involved in making sure that the surgery is providing the services that its patients need.

### **What is the purpose of me joining this group?**

We want to ensure that the people who use our services are able to have their say. Your opinion matters to us, the people who use the services are the best people to tell us what works & what improvements we could make.

### **How & when are you likely to contact me?**

We can communicate with you in different ways to suit you – email, telephone or post. We will only contact people occasionally & the feedback we ask you will only take up a few moments of your time.

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

We only want to contact you to ask questions about the surgery, how well we are doing & to ask about patient focussed changes we are planning. If your doctor is responsible for making some of the planned changes they may see general feedback from patients.

### **Will the questions be medical or personal?**

We will only ask questions relating to the practice & the services we provide.

### **Who else will be able to access my contact details?**

As always, all information you provide to us will be kept safe & secure, they will only be used for the purpose you have provided them for & they will not be shared with anyone else.

### **What if I sign up & leave my contact details but then decide I no longer wish to be involved?**

If at any time you change your mind & no longer wish to be involved, let us know in writing & we will removed your contact details from our list.