

Mattishall & Lenwade Surgeries

VIRTUAL PATIENT REFERENCE GROUP

The practice launched its Virtual Patient Reference Group in 2011 to obtain feedback from the practice population, on the range and quality of our services and tell us where we can improve.

Our aim is to reach a wide range of patients so that we get views from across our registered population. To make it as easy as possible for you and us, it is a virtual group. This means the communication will be through email.

What will be involved?

The main role of the group is to help the practice design an annual patient survey. Patients will be asked a series of simple questions to identify the areas that the practice should prioritise.

We want to pose the right questions, so the group will be asked to tell us what questions we should be asking. We will publish the survey results along with our proposals to improve in the areas it highlights as in need of change. You will have the chance to let us know if you agree with our plans. At the end of the year we will publish the results of our achievements.

What will I have to do?

If you are interested in helping us to improve, simply pick up an information sheet and a questionnaire from the reception at either Mattishall or Lenwade Surgery; once you have completed this simply return it to us. We have included some background information that may answer any other queries.

MATTISHALL & LENWADE SURGERIES

VIRTUAL PATIENT REFERENCE GROUP

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

Frequently asked questions

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

A. We want to talk to people about the surgery and how well we are doing to identify areas for improvement; this will be via email.

Q. Will my doctor see this information?

A. No. It is purely to contact patients to ask them questions about the surgery and 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. They will be general questions about the practice, how we are providing services and what we can do to improve them.

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 – possibly once or twice a year.

Q. What is a virtual patient reference group?

A. It is a group of volunteer patients who are involved in shaping the provision of future services 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. If you leave the practice, you will no longer be eligible to remain on the group.

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

A. Emma Edwards, Practice Clinical & Systems Manager

Contact form

If you are happy to be part of the Virtual Patient Reference Group please complete the form below and return it to Emma Edwards, Clinical & Systems Manager.

Name:

Address:

Postcode:

Email address:

(Contact will only be conducted by email)

The following information will help to ensure we speak to a representative sample of the patients registered at this practice and you must provide this information.

Are you? Male † Female †

Age:	Under 16	<input type="checkbox"/>	17 - 24	<input type="checkbox"/>
	25 – 34	<input type="checkbox"/>	35 – 44	<input type="checkbox"/>
	45 – 54	<input type="checkbox"/>	55 – 64	<input type="checkbox"/>
	65 – 74	<input type="checkbox"/>	75 - 84	<input type="checkbox"/>
	Over 84	<input type="checkbox"/>		

To help us ensure our contact list is representative of our local community please indicate which of the following ethnic background you would most closely identify with?

White					
British Group	<input type="checkbox"/>	Irish	<input type="checkbox"/>		
Mixed					
White & Black Caribbean	<input type="checkbox"/>	White & Black	<input type="checkbox"/>	White & Asian	<input type="checkbox"/>
Asian or Asian British					
Indian	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>	Bangladeshi	<input type="checkbox"/>
Black or Black British					
Caribbean	<input type="checkbox"/>	African	<input type="checkbox"/>		
Chinese or other ethnic					
Chinese	<input type="checkbox"/>	Any Other	<input type="checkbox"/>		

How would you describe how often you come to the practice?

Regularly	<input type="checkbox"/>
Occasionally	<input type="checkbox"/>
Very rarely	<input type="checkbox"/>

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	
Other (please specify)	

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.