



DOVE VALLEY PRACTICE PATIENT PARTICIPATION GROUP

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 my doctor see this information?

A. This information is purely to contact patients to ask them questions about the surgery, how well we are doing and ensure changes that are being made are patient focused. 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... whenever we think you may be able to help us.

Q. What is a patient group/patient participation group?

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

Q. Do I have to leave my contact details?

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 by email if you do not wish to receive further messages.

*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.*

If you are happy for us to contact you periodically by email please leave your details below and hand this form back to reception, or post in the 'repeat prescription box'.

Name:

Email address:.....

Postal address.....

This additional information will help to make sure we try to speak to a representative sample of the patients that are registered at this practice.

Are you? Male Female

Age group

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 Irish Gypsy/Irish Traveller Other White

Mixed

White & Black Caribbean White & Black African White & Asian

Other mixed

Asian or Asian British

Indian Pakistani Bangladeshi Chinese Other Asian

Black or Black British

Caribbean African Other Black

Other ethnic Group

Arab Any Other

Do you work Yes No If so is this Full time or Part time

Are you disabled? Yes No

(A disabled person can be someone with a physical or sensory impairment, learning difficulties, mental health problems or a long term or progressive medical condition)

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

Regularly Occasionally Very rarely

Thank you.

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Aims & Objectives of the Patient Reference Group

- To represent the interests and the views of all patients.
- To help improve the services of the practice for the benefit of both the patients and staff.
- Act as a channel of communication from the practice to its population and vice versa.
- Involve patients and members of the public in decisions about the range and quality of services provided.
- Ensure that the groups' views are as representative as possible of the practice population.
- Agree priority issues for the practice and population and obtain feedback.

Membership

- Membership of the Group shall be open and free to all registered patients of the Practice.
- Members should support the practice, and local population, rather than to pursue their own personal agenda.
- Members should act impartially in raising patients' issues, needs and interest.
- Members should respect and accept other members' contributions even if they conflict with their own.
- The practice and/or Patient Reference Group (PRG) reserves the right to remove a member of the group whose behaviour and opinions are deemed to oppose the aims, objectives and membership expectations of the group.

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