

Some Questions You May Have, Answered

Q. Why are you asking people for their e-mail 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 so that we can 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 I be able to ask questions about my health or make an appointment via the group?

A. No. None of our doctors will be checking the e-mails and therefore would not be able to give advice and the appointment diary is not accessible via this system.

Q. Will the questions you ask me be medical or personal?

A. We will only ask general questions about the practice, sometimes in the form of 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, perhaps once or twice a year when necessary.

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

A. This is a group of volunteer patients who are involved in helping the surgery provide the services its patients need.

Q. Do I have to leave my contact details?

A. There are details which we will need to know purely for contact information.

Q. What if I wanted to see something in the surgery changed?

A. We would look at your comments and assess the situation and let you know the outcome.

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 e-mail if you do not wish to receive further messages.