

Frequently Asked Questions

Q

Why are we asking people for their contact details?

A

We would like to be able to contact people occasionally to ask questions about the Practice and how well we are doing to identify areas for improvement

Q

Will my doctor see the information?

A

No. this information is purely to contact patients to ask them questions about the Practice and how well we are doing. Your doctor will only see the overall results

Q

Will the questions you ask be medical or personal?

A

We will only ask you general questions about the Practice, how we are providing services and what can we 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 3-4 times through year

Q

What is a patient reference/ representative group?

A

This is a group of volunteer patients who are interested in shaping the services available to patients or giving us constructive feedback

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

Q

Who do I have to contact if I have any further questions?

A

Please contact our Practice Manager by e-mail on nicky.watson@gp-j81068.nhs.uk or by phone on 01305 251545