

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.

Q Will I be able to use this service for medical information or questions?

A No, any medical/medication information or questions will be responded to. This is purely to help us improve services to patients.

HUDDERSFIELD ROAD SURGERY

PATIENT PARTICIPATION GROUP//

PATIENT REFERENCE GROUP

(PPG)/(PRG)

INFORMATION SHEET

We are encouraging our patients to give their views about how the practice is doing. We would like to be able to ask the opinions of as many patients as possible and are asking if people would like to provide their email addresses so we can contact you by email every now and again to ask you a question or two.

Are you interested in leaving your email contact details?

If you could fill in the form on the inside of this leaflet and hand it back to reception or place it in the secure 'suggestion/complaint' box we will add your details to our contact list.

Your contact details will only be used for this purpose and will be kept safely.

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.

All action plans resulting from discussions with our PPG/ PRG and resulting actions will be posted on the Practice website www.huddersfieldroadsurgery.co.uk at the end of March each year.

Common patient questions and answers

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, only when we want to seek patient opinions on any changes we plan to make.

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

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