

Patient Representative 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.

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 4 times a year.

Q What is a patient representative group?

A It is a group of volunteer patients who are involved in shaping the 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 Christopher Reed, Practice Manager



Contact form

If you are happy to be part of the patient representative group please complete the form below and return it to Chris Reed, Practice Manager, Torrington Health Centre, New Road, Torrington EX38 8EL.

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 Group

Under 16 17 - 24

25 - 34 35 - 44

45 - 54 55 - 64

65 - 74 75 - 84

Over 84

Which ethnic background do you represent?

White

British Group Irish

Mixed

White & Black Caribbean White & Black African White & Asian

Asian or Asian British

Indian Pakistani Bangladeshi

Black or Black British

Caribbean African

Chinese or other ethnic Group

Chinese Any other