The Apples Medical Centre
East Mill Lane
Sherborne
Dorset DT9 3DG

July 2014

Dear Patient,

**Patient Participation Group**

Our aim is to reach a wide range of patient so we can get views from across our population. To make it as easy as possible for you, it will be a virtual group. This means most of the communication will be through email and completing online surveys. However, we will make sure those without internet access can also take part.

We have recently started up an ‘Actual’ Patient Participation Group that meet every three months, if you are interested in joining us, then please let me know. This meeting/group works alongside the ‘Virtual’ Group.

**What will be involved?**

The main role of the group is to give us feedback through a survey. It asks patients a series of simple questions about how we are doing.

We want to pose the right questions, so the group will be asked to tell us what questions we should be asking. We will then publish the survey results along with our proposal to improve the areas it highlights as in need of change. You will have the chance to let us know if you agree with our plans. At the end of the year we will publish the results of our achievements.

**What will I have to do?**

If you are interested in helping us to improve, simple complete the attached form and return to us. We have included some more background information that may answer any other queries.

Thank you in advance for your help.

Philippa Cannings

Practice Manager

**The Apples Medical Centre**

**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?**

General questions about the practice, how we are proving 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 At most once or twice a month

Q **What is a Patient Participation 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

Q **Who do I contact if I have further questions?**

A Philippa Cannings. Practice Manager, email address Philippa.cannings@gp-j81029.nhs.uk