

- Information -



If you would like to know on Patient Participation Groups the following links should provide you with some more information.

National Association for Patient Participation

www.napp.org.uk

Healthwatch

www.healthwatch.co.uk

- Feedback -



We at Sleaford Medical Group would much appreciate your feedback.

You can do so by:

-Leaving a comment on our Facebook page, or our website

- Completing a Suggestion Card, Friends and Family Test or Patient Survey which can be found in Reception

"I've seen three doctors there at least and every one has been superb; professional, friendly and thorough."

-An SMG Patient



Patient Participation Group

-Practice Details-



Sleaford Medical Group

47 Boston Road

Sleaford, Lincs

NG34 7HD



08:00 – 18:30



01529 303301



@SleafordMedicalGroup

- Introduction -



We would like to know how we can improve our service to you and would welcome your thoughts about our surgery and staff.

To help us with this, we are setting up a patient group so that you can have your say. We will ask members of this group some questions from time to time, such as what you think of our opening times or the quality of care you receive.

We will use various methods of contact, based on your preference, and will keep communication brief.

We aim to gather a number of patients from as broad a spectrum as possible to get a truly representative sample of responses. We need everyone; young people, workers, retirees, people suffering from long term conditions and people from non-British ethnic groups.

If you are happy for us to contact you occasionally and would be willing to attend meetings in the surgery from time to time please ask a member of the Reception team for an application.

- FAQ's -



What is a Patient Participation Group?

It is a group of patients who volunteer to get involved in making sure that the surgery is providing the services that its patients need.

What is the purpose of me joining this group?

We want to ensure that the people who use our services are able to have their say. Your opinion matters to us, the people who use the services are the best people to tell us what works and what improvements we could make.

How and when are you likely to contact me?

We can communicate with you in different ways to suit you such as email or telephone. We will only contact people occasionally and the feedback we ask you will only take up a few moments of your time.

Will my Doctor see this information?

We only want to contact you to ask questions about the surgery, how well we are doing, and to ask about patient focused changes we are planning. If your Doctor is responsible for making some of the planned changes they may see general feedback from patients.

Will the questions be medical or personal?

We will only ask questions relating to the practice and the services we provide.

Who else will be able to access my contact details?

As always, all information you provide to us will be kept safe and secure, they will only be used for the purpose you have provided them for and they will not be shared with anyone else.

What if I sign up and leave my contact details but then decide that I no longer wish to be involved?

If at any time you change your mind and no longer wish to be involved, let us know in writing and we will remove your details from the PPG list.

Where are the meetings held and how often?

The meetings will be held at Sleaford Medical Group, in the evening. They will be held monthly.