

Billingshurst Surgery

Patient Participation Groups Patient Information Leaflet – common questions & answers

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 the 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 our services are the best people to tell us what works and what doesn't work quite so well.

How and when are you likely to contact me?

We can communicate with you in different ways to suit you – email, telephone, post. We will only be contacting people occasionally and the feedback we ask you will only take up a few minutes 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 focussed 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 you ask 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 safely & securely, 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, if you let us know this in writing we will remove your contact details from our list.

We really hope you decide to join up – please obtain a sign-up form from reception or you can download it and email it back to us on ws-pct.billingshurstprg@nhs.net or for more information, please talk to any member of the practice team