

What next ?

We need to make sure that we are hearing the views of a really representative sample of our patients.

Soon we will send you a questionnaire asking for additional 'demographic' information such as your sex, age, ethnicity, religion, sexual orientation and other questions. It is really important that you complete and return this to us please.

Can you help.....

Please tell us the three most important things to you when using the surgery



What to do with this form

- hand this form to a Patient Group member
- or post in our secure 'comments box' in the lobby
- or email Lucy Albu, Systems Manager at:
bhv-pct.G81034Charter@nhs.net

Charter Medical Centre

www.chartermedicalcentre.co.uk



Please note that no medical information or questions will be responded to.

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.

Charter Medical Centre

Patient Participation Group

Help shape services at your surgery



and Patient Reference Group

We want your ideas and opinions

A choice of ways to help your surgery

We want to ensure that the views of patients are fed into the practice.

We are looking for patients from all age groups and backgrounds to help us.

Patient Participation Group (PPG)

Our PPG are a group of volunteer patients who meet regularly and who share their contact details. They aim to help make sure that the surgery provides the services its patients need.



If you think you might be interested in joining please fill out this form.

No time to meet? Read on

Patient Reference Group (PRG)

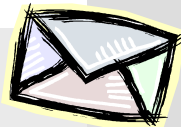
We want to ask as many patients as possible for their views without the need to attend meetings.



A PRG is a wider group of patients who agree to be asked for their opinions occasionally.



Members are usually contacted by **email or text** and are asked to complete short anonymous surveys on a web site.



Of course, if you are unable to use email or text we will be happy to **post** a survey to you.

The contact details of PRG members will not be shared. Only anonymous results will be passed to the PPG for discussion.

Interested? Complete this form then PTO

Also available on our website
www.chartermedicalcentre.co.uk

Membership Form

TICK I am interested in joining the Patient Participation Group (PPG) at Charter Medical Centre. I have read the security note below. I understand that the Surgery may pass the contact details I have supplied below, (and my communications about the PPG), to other PPG members. My email address will not be stored for other purposes within the practice.

TICK I am interested in joining the Patient Reference Group (PRG) at Charter Medical Centre. I have read the security note below. I understand that the Surgery staff will contact me using the details I have supplied below. My email address will not be stored for other purposes within the practice.

Name: _____

Date of Birth: _____

TICK PREFERRED METHOD(S) OF CONTACT

Email address: _____

Registered Mobile phone: (you will need internet access) : _____

Registered Landline (PPG only)

Registered Postal address

Security note: *it is our duty to point out that email accounts, and electronic devices such as mobile telephones, are not secure. Emails and texts which identify your GP surgery could, potentially, increase your risk of Identity fraud.*

