

## **Ardingly Court Surgery Patient Representative Group**

We are creating a group of patients to help improve our services.

Would you like to be involved?

### **Frequently asked questions**

#### ***Q What is a patient representative group?***

A It is a group of patients who are involved in working with the GP's and practice staff to change and improve services for all those using the practice. We will try to make sure we hear from patients who represent all of our registered patients.

#### ***Q Why are you asking people for their contact details?***

A We want to ask 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 We will ask you 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.