

Our Patient Participation Group was formed in 2011, and meets quarterly. Its aims are:

- To find out what patients think about the services we provide
- To help us improve and develop these services
- To listen to patient opinions, ideas and suggestions and take action where required

The patient group members have helped us to carry out a patient experience survey each year, following which we have listened to patient views and made changes.

For example, many of the patients surveyed in February 2014 said they would like to order their prescriptions online. This was introduced in March 2014, and has proved very popular.

The automated check-in screen at the main surgery has also helped to avoid long queues at the reception desk, allowing patients to check themselves in for their appointments if they wish.

If you would like to attend one of our meetings, or to find out more about becoming a member of our group, please give your name and contact number to one of the receptionists.