



Patient Information Leaflet

Do you know we have a patient group?

Want to ask them something?

Want to join?

Want to find out more?



**Information on the
East Quay Patient Group**

East Quay Medical Centre – Accurate as at July 2012

East Quay Medical Centre - Patient Information Leaflet

East Quay Patient Group

Our patient group is a team of patients and key practice staff who meet approximately every two months to discuss and decide ways of making a positive contribution to the services and facilities offered by the practice to the patients.

The team will continue to evolve over time and is working to widen its contact with fellow patients to make a positive impact on practice services and contribute to improving the health of the practice population. We are particularly keen to get younger people more involved as they are under-represented in the group.

1. Purpose of the group

- a. To give staff and patients the opportunity to discuss topics of mutual interest in the practice
- b. To provide a means for patients to make positive suggestions about the practice and their own healthcare; for example:
 - i. Service development
 - ii. Patient information
 - iii. Satisfaction surveys
- c. To encourage health education activities within the practice
 - i. Awareness days, i.e. Diabetes/First Aid
- d. To develop self-help projects to meet the needs of fellow patients
- e. To act as a representative group that can be called upon to influence local provision of care
- f. To involve more patients from the wider population

2. Members

Our group prefers the medical centre staff to organise the meetings and undertake the administrative duties. This ensures the patients in the group can focus on giving their views and opinions on the services and their experiences.

- a. Chairperson – Rachel Stark, Practice Manager or Sue Hughes, Deputy Practice Manager
 - b. Secretary – Marilyn Bell, Customer Services Manager
 - c. Lead GP – Dr Aird
- Every year a GP Partner leads the patient group involvement on behalf of the other partners.



Rachel

Dr Aird

Sue

Marilyn

3. Ground Rules

The group will:

- a. Not be seen as a complaint gather
- b. Maintain its momentum
- c. Protect patient confidentiality
- d. Appreciate that everyone's view is valid
- e. Understand that racism, sexism, ageism and discrimination of any sort will not be tolerated

4. Contact for Patients

Patients can contact the patient group by:

- a. Emailing the practice manager (Rachel@eastquaymedicalcentre.com)
- b. The patient group has a dedicated page on the practice website (www.eastquaymedicalcentre.com)
- c. Writing to the patient group at the practice
- d. Completing a feedback form and returning to reception