

## Frequently Asked Questions

### Q. How do I sign up?

A. Please click on the link on the right of the web site under "Further Information".

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

A. We would like to be able to contact people occasionally to ask them questions about the surgery and how well we are doing so as to identify areas of improvement.

### Q. Will my doctor see this information?

A. This information is purely to contact patients to ask them questions about the surgery, how well we are doing and ensure changes that are being made are patient focused. If your doctor is responsible for making some of the changes in the surgery they might see general feedback from patients.

### Q. Will the questions you ask me about be medical or personal?

A. We will only ask general questions about the Practice.

### Q. Who else will be able to access my contact details?

A. Your contact details will be kept safely and securely and will only be used for this purpose and will not be shared with anyone else.

### Q. How often will you contact me?

A. Not very often; approximately three to four times over a twelve month period.

### Q. What is a Patient Reference Group?

A. This is a group of volunteer patients who are involved in making sure the surgery provides the services its patients need.

### Q. Do I have to leave my contact details?

A. No, but if you change your mind, please let us know

### Q. What if I no longer wish to be on the contact list or I leave the surgery?

A. We will ask you to let us know. If you do not wish to receive further contact from us regarding the Patient Reference Group