

Patient Participation Group

Issues in which the Sheepcot Medical Centre Patient Participation Group has been involved

- ◆ Assisted with communication and matters arising from the move to the new practice address ✓
- ◆ Contributed to suggestions to improve the automated telephone system ✓
- ◆ Assisted signup online for prescriptions and appointments ✓
- ◆ Suggested website improvements ✓
- ◆ Suggested booking appointments ahead of doctors returning from leave ✓
- ◆ Proposed waiting room electronic notice board improvements ✓
- ◆ Examined patient waiting room experience ✓
- ◆ Made suggestions on updating patient information and how to improve it ✓
- ◆ Discussed reception communications and training ✓
- ◆ Contributed to improved email and text communication processes ✓
- ◆ Understanding needs views and involvement of different patient groups, e.g., carers; those with learning disabilities ✓

If you would like to contribute ideas or suggestions, please place a card in the suggestions box by reception.