

Penkridge
Medical
Practice



Penkridge
Patient
Link

Penkridge Patient Link Your patient participation group

Listening to Patients in our Local Community and Improving Communications between Patients and the Practice

What is Patient Link? Patient Link is an independent Patient Participation Group, whose purpose is to help improve communications between patients, their carers and the doctors and staff of the practice. We also aim to gather **patient feedback on all their NHS experience** to represent them within the Stafford & Surrounds clinical commissioning group.

Who are we? We are a voluntary group of local residents who share an interest in the quality and range of services offered by the NHS. We are independent of the medical practice but support them in making improvements in response to local needs.

What do we do? We meet regularly, sometimes on our own, sometimes in discussion with the doctors and the practice manager. We provide a link between patients and the medical professionals by passing on your comments, compliments and concerns to the Practice.

Our focus is on gaining the views of a range of patients by asking the following questions:

- * Does the practice meet people's needs?
- * What do you want from the NHS?
- * Are there changes which could make an improvement?
- * Can you readily access additional services?

We encourage the practice to produce a **newsletter**; we have produced a **patient guide** which is issued to all new patients and a list of **local support groups**, which can be found on the practice website or requested from us.

What can we do? If you have any constructive comments, compliments or concerns about the practice or wider NHS services, we are always keen to hear from you. Comment forms can be found on our noticeboard located in the practice foyer or directly from us. Feedback received is passed to the practice and/or Stafford and Surrounds CCG anonymously.

How can you get involved? Penkridge Patient Link welcomes new members. In order to be fully representative of our local community, we especially would like members from the following groups:

- * Younger people in their teens and twenties
- * People from BAME communities
- * Parents of young children
- * Carers of those with special needs
- * People from organisations with specific health interests

If you would like to know more about what we do, how we can assist you, how you can help us or are interested in joining us, please contact our Chair Bev Richardson on 07421 835265 or email b.richardson7642@gmail.com

Penkridge Patient Link is for YOU