

DR MARY ADAMS

PATIENT FOCUS GROUP

INTRODUCTION

The aim of the Patient Focus group is to create and generate a forum of patients that will be able to help the practice continue to improve by offering feedback about the services offered.

CRITERIA

The forum will consist of a minimum of 10 individual patients. The aim is to ensure that the patients are from a diverse geographical area.

Patients will be emailed by the Practice Manager with a selection of questions. The questions will be based on Patient Care, Patient Services and Accessing Care/Onward Treatment.

All information that is received from patients will be confidential. All processed feedback and statistics will be anonymised and the patients will be represented a code number.

We will aim to conduct our research twice a year.

DATE RECEIVED

Date will be collated and will then be shared with Dr Adams at the Practice Meeting, however if any areas of concern become apparent they will be shared with Dr Adams immediately.

The feedback received will be distributed to the members of the focus group, which in turn may bring further feedback.

The Practice will make a clear channel for any other feedback to be received at any time.