

The St Thomas Medical Group
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Date as postmark

«PATIENT_Title» «PATIENT_Forename1» «PATIENT_Surname»
«PATIENT_House»
«PATIENT_Road»
«PATIENT_Locality»
«PATIENT_Town» «PATIENT_Postcode»

Dear «PATIENT_Title» «PATIENT_Surname»

Patient Reference Group

Next meeting Monday 2nd September, 6pm at St Thomas Health Centre

It is now time to meet with our Group again and I hope that you will be available to attend the above meeting.

Please find enclosed an Agenda along with a Questionnaire. I would be grateful if you would be kind enough to complete this and return it to me as soon as possible, so that the results can be collated.

At our meeting in September, once we have your feedback, it is hoped that we can agree the areas that our Group want to take forward in this year's Patient Survey.

Many thanks for your help and participation and I look forward to receiving your completed questionnaire and slip in due course.

Yours sincerely

Marion Long, for an on behalf of the Patient Reference Group

Name:

I will/will not (delete as necessary) be attending the meeting Monday 2nd September 2013, 6pm at St Thomas Health Centre.

Email to "Virtual Group" Members

Dear Group Member

Patient Reference Group

Next meeting Monday 2nd September, 6pm at St Thomas Health Centre

It is now time to meet with our Group again and I hope that you will be available to attend the above meeting.

Please find attached an Agenda along with a Questionnaire. I would be grateful if you would be kind enough to complete this Questionnaire, on line, as soon as possible, so that the results can be collated.

At our meeting in September, once we have your feedback, it is hoped that we can agree the areas that our Group want to take forward in this year's Patient Survey.

Many thanks for your help and participation.

Yours sincerely

Marion Long

for and on behalf of the Patient Reference Group

ST THOMAS MEDICAL GROUP

Dear Group Member

It is now that time of year again when we need to be preparing our next Patient Survey and to ensure that we ask the right questions, we would like to know what our PRG think should be the new key areas for this survey?

What do you think are the most important issues on which we should consult our patients? For example, which of the following do you think we should focus on?

Modern Technology	
Would you be interested in using Modern Technology at home <i>i.e. being able to take your blood pressure at home and then ringing the Nurse for advice regarding the result?</i>	YES/NO

Telephone Triage	
Would you be happy to use a telephone triage service?	YES/NO
<i>This would mean "booking a telephone appointment time for the GP to telephone you" instead of booking an appointment to come and see your GP?</i>	

Extended Hours	
Have you used our early morning or late evening surgeries?	YES/NO
<i>If YES where the times convenient? i.e. 7am and 8pm</i>	
<i>If NO what other times would you like Surgeries to be run?</i>	

Same Day Illness Clinic	
Have you used our Same Day Illness Clinic?	YES/NO
<i>If YES - where you happy with the service you received?</i>	
<i>If NO - why?</i>	

Are there any other areas you feel need to be addressed?