



Patient Participation E-Group Update

We are pleased to announce that St. Mary's Medical Centre has a brand new 'E-Group' of patients guiding improvements to our practice.

Together with the E-Group we have been aiming to identify issues to raise in a survey for all of our patients to feedback their views. This survey will help us make improvements to the services we provide.

The group have been consulted on which areas they feel are most important to focus on. These include:

'Access to a routine and emergency appointments'

'Friendliness of doctors and nurses'

'Communication with the hospital'

'Confidentiality of personal information'

'Access to a doctor by telephone'

Together with the E-Group we will be designing a questionnaire for all patients, which will be available to complete in the coming weeks. Your doctor or nurse should have copies available soon.

We would like to say thank you to all those who have joined up to our E-Group and we are looking forward to working together.

If you have any questions or queries about the E-Group, please don't hesitate to contact us by phone or email.

Dr. Will Mackintosh