

## Dawley Medical Practice Patients Forum



### Become a member of our Practice

#### Patients Forum and you can:

- Meet with other patients and practice staff
- Comment on the delivery of NHS services
- Work together with our Practice staff to explore new ideas and make improvements

### We need Your Help.

We are looking to welcome new members (18yrs+) to join the Patients Forum.

Can you help us represent the diversity, interests and concerns of all practice patients.

We meet for 1 to 2 hrs every 3 to 4 months.

We try to alternate times between:

a lunchtime (1.00pm to 3.00pm),

evening (5.00pm to 7.00pm)

and a Saturday morning (09.30am to 11.30am).

You will need to

- Be able to attend meetings
- Be happy to help out with patient Surveys
- Help with fund raising events
- “Man” information and advice Stands at different times during the year.

If you want to know more please fill out the tear off slip overleaf.

### What is a Patient Forum (PF)?

A PF is a group of patient volunteers and members of a GP practice who work together.

At our practice the PF is patient-led. We have an agreed Terms of Reference.

We have a two-way communication between the Practice and the patient members.

The PF members:

- Act as a critical friend
- Act as the representative of the patient population
- Have the chance to comment and help with new patient ideas
- Will have the confidence to challenge the Practice by providing constructive feedback

The practice will look to use all feedback to make improvements for the benefit of the Practice and patients,

By talking to the Integrated Care Board, (NHS Shropshire, Telford and Wrekin), we can comment on new service designs.

### What a Patient Forum Does Not Do

- We do not discuss patient complaints
- You should not raise your own personal complaint
- It should not take up too much of the practice time
- The Practice should not lead the Forum



### Some of the things a Patient Forum can do:

- Raise practice issues to practice staff
- Work with the other patient groups in the Primary care Network
- Work with other groups and across Shropshire, Telford & Wrekin
- Work with the local community
- Represent the patient voice with outside agencies
- Help with fundraising for the Practice
- Improve communication between patients and the practice
- Help the practice deliver change
- Help design and carry out patient surveys
- Represent the patient voice when Care Quality Commission (CQC) inspections take place
- Promote all services offered at the practice.
- Promote Self Help to improve ones own health
- Invite outside speakers
- If needed raise service design issues to the local Integrated Care Board (NHS Shropshire Telford and Wrekin)

### I would like to know more about the Patient Forum.

Name .....

Phone Number .....

Or

Email address .....

Best days or time to contact you

Are there any areas of the Health service that interest you? Please list below.

Please hand this tear off slip into the reception desk. Thank you.