

# PATIENT REFERENCE GROUP

Continuing our meetings once every 3 months, the Patient Reference Group has continued to grow and develop over the last year, and I am very grateful to the members who either come along to the meetings, or let us have their comments, feedback and suggestions for the future.

The last meeting we had was particularly useful, as we combined with the members of Dr Patel's patient group, which resulted in some lively and constructive discussions, and we are looking forward to repeating this exercise again in the future. Moving forward we are aiming to increase the profile of both patient groups at the surgery, and if any of you have any suggestions or ideas you would like us to look at to help with this please let me know. If you look at copies of the minutes from previous meetings which are on the practice website, you will be able to see what items have been discussed and reviewed in the past.

Don't forget that membership of the group is open to any patient of the practice, so if you think you would like to be involved, please let Karen Sadler, Practice Manager know of your interest. Even if you are not a member, remember we are there to represent **all** patients, so if there is any issue you would like raised on your behalf, please feel free to contact a member of the group as we really do need your input. There are posters in the waiting rooms advising where to leave your suggestions, and we will be happy to look at these for you.

If you are concerned about health care in the Castle Point area, don't forget there is always a lot of information available at the Castle Point and Rochford Clinical Commissioning Group website at <http://www.castlepointandrochfordccg.nhs.uk/>. On here, you will also find details of the new campaign to raise public awareness of the NHS 111 telephone service as a key first point of contact for non-emergency medical help. The campaign is supported by a new website <http://www.getwellessex.com/> where people can simply type in their postcode and choose from a list of symptoms to find out details of which service they should contact. The NHS belongs to us all. Let's use it right! Again, if you see anything there you want to query let us know, and we can then feed all questions back via their own patient group.

Our next meeting is scheduled for 9 January 2014, so please let either me or Karen Sadler know any items you would like included on the agenda.

Joan Hayward-Surry

Chair

Dr Hiscock & Partners PRG

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