

# Frequently Asked Questions

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## **How is the PRG made up and how does it work?**

There are essentially 3 groups of people involved in the PRG. There are two distinct groups – the 'core' group, and the wider group. The 'core' group meets face to face on a reasonably regular basis and works with the practice to develop, publicise, and promote the survey and changes. The wider group is split into two – those that are interested in attending meetings, and those that are interested in receiving information.

## **I've got a complaint – who do I contact?**

If the complaint is about service you've received from the Practice, this needs to be addressed to the Practice Manager Debbie Herd at the Practice – the PRG does not handle individual complaints. It does however take on board comments and suggestions for discussion at meetings or for inclusion in the survey – see the 'Contact the PRG' section for more information.

## **How often does the group meet?**

The core group meets bi-monthly, on a Monday evening, usually the second Monday of the month.

## **Can I see the minutes of the meetings?**

Yes, the PRG provides anonymised meeting minutes on our website in the Meeting Minutes section below.

## **What's the Newsletter about and how can I get it?**

The newsletter is developed jointly between the Practice and the PRG, and attempts to communicate important information to patients. It is available from the practice as a paper copy, or on our website (click on the 'Noticeboard' icon at the bottom of the screen). Archives of previous versions are also available on our website in the Newsletter Section.

## **What has the group actually done for patients?**

They have helped the practice with their annual survey, and amongst other things develop the newsletter. Meetings with the practice have led to specific areas being surveyed, and actions arising from those followed up – see the survey section for a progress report.