



Patient Reference Group

Oakfields Health Centre is a practice which encourages patients to give their views on how the practice is delivering services. We would like to receive the opinions of as many patients as possible in order for us to maintain the best possible delivery of care.

Since 2006 we have had a very supportive patient reference group who have met with the practice at least 4 times per year, given us their opinions and helped us develop and improve communication and services for our patients.

As a patient with our practice your point of view is important and will enable us to enhance your experience when you come to the surgery.

If attending meetings is not for you why not join an email forum group where the practice can email any information we are seeking patient views upon. You can respond back in the same way with your views, ideas and suggestions.

Our present group is not entirely representative of the practice population. We are looking for representation from our entire patient list and all ages, so please get in touch if you would like to help develop the service you are receiving.

Anyone wishing to join the group, in either format, should contact the practice Business Manager at catherine.mcbride3@nhs.net

Please note Individual complaints cannot be dealt with through the patient reference group. Complaints should be addressed to the Business Manager. Copies of our complaints procedure can be requested from the practice.

Please be assured that your contact details will be kept safely and securely, and not shared with anyone else.

The information you supply us will be used lawfully, in accordance with the Data Protection Act 1998. The Data Protection Act 1998 gives you the right to know what information is held about you, and sets out rules to make sure that this information is handled properly.