

PRESS RELEASE

Patients to get a say in how Cranbrook Medical Centre is run.

A brand new Virtual Patients' Participation Group (VPPG) is being set up at Cranbrook Medical Centre. The aim of the group is forge a positive two way relationship between the practice and patients, find out how the service can be improved and provide input and support for the staff.

Once established the group will benefit patients in a number of ways:

- Patients will be able to suggest positive ideas and voice concerns;
- There will be improved communications between patients and staff;
- Patients will have up to date information that will inform them of which decisions can be influenced and which cannot;
- It will assist patients to be more responsible for their own health and have a better understanding and knowledge of the practice and its staff; and
- It will allow the staff to gain a better understanding from the patient's perspective.

Initially the VPPG will be an on-line group but the aim is to extend the communication with patients by adding a face to face group.

Practice Manager Siobhan Wright said "Having a VPPG will enable us to develop our services so that we are in the best position to respond to the needs of our patients. We want the group to be representative of the emerging Cranbrook community and we would love to hear from anyone who would like to take part".

The VPPG is open to any patient registered with the Cranbrook Medical Centre and any carer of a registered patient. Anyone who would like to join the VPPG should send an email with their name and email address to D-CCG.Cranbrookmedicalcentre@nhs.net or speak to the receptionist at the practice.

Any Cranbrook resident can register as a patient at the Medical Centre.