

We need people like you to give us your opinion and we will make it count

In order to understand the needs of local patients we encourage patients to join The Junction Health Centre Patient Participation Group, where members will share their thoughts and ideas with us in order to affect the way changes to services are implemented within the practice and the NHS. This is a virtual group with communication via email.

There have been a lot of changes at The Junction Health Centre. Other major changes within NHS are taking place to ensure that it remains affordable and can meet all of our needs in an ever changing world.

Here at The Junction Health Centre we believe it is important that a wide range of opinions, particularly those of people who will be using services, are taken into account. This is to help us design and improve your care.

The information you supply us will be used lawfully in accordance with the Data Protection Act 1998. The Data Protection Act 1988 gives you right to know what information is held about you and to make sure the information is handled correctly.

Members of Patient Participation Group will be involved in the following:

- Completing a short survey periodically via email. This will cover areas that The Junction Health Centre are looking into, planned changes to surgery services or general aspects of healthcare to identify potential improvements. Surveys should only take a few minutes to complete.
- Attending occasional meetings and forums organised by Clinical Commissioning Group where local experts will discuss changes to services in detail.
- Members will be the first to know about proposed changes – usually in time to influence the way in which they are developed.
- Have a route to suggest changes that they think may be of benefit to them and other patients.

How to register

- Complete the form attached and return it to reception.
- Or**
- Complete the sign up form on the Practice website: www.junctionhealthcentre.nhs.uk



The Junction Health Centre Patient Participation Group Registration form

Your name: _____

Your gender: Male Female

Email: _____

Phone number: _____

Address: _____

Postcode: _____

What age group are you?

Under 25 25 – 34

35 – 44 45 – 54

55 – 64 65 – 74

Over 75

Your ethnic background:

- White British White Irish
White British or Irish traveller
Other white
Mixed white and black Caribbean
Mixed white and black African
Mixed white and Asian
Other mixed Asian Indian Asian
Pakistani Asian Chinese
Asian Bangladeshi
Other Asian African
Caribbean Other Black
Arab Other

Do you represent any of the following groups:

- Unpaid carer Carer
Student Disabled
Elderly Parent
Foster parent
Mental Health service user
Nursing home resident
Patient with a long term condition

Other (Please specify) _____

I understand my participation is voluntary and I am free to withdraw from the group at any time. I consent to having my details held by the Practice for the purpose of contacting me in relation to the Patient Participation Group. My details will not be passed on to any other organisation without my prior consent.

Signed _____

Date _____

The Junction Health Centre

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Grant Road
London
SW11 2NU
Telephone: 0333 200 1718

www.thejunctionhealthcentre.nhs.uk

enquiries.thejunction@nhs.net

Frequently asked questions

What is it a Patient Participation Group?

This is a group of patients who agree to share their opinions and make sure that the practice provides the services our community needs. This is a virtual group with communication via email, so no time commitment is required for attendance of regular meetings.

How often will I be asked to complete surveys?

This depends on the number of changes, but we are planning on running a few surveys a year. This will include surveys specific to The Junction Health Centre and other local healthcare services.

How long will surveys be?

We will keep each survey as short as possible and each one should take you only a few minutes to complete.

Will you ask me about my medical condition?

No, we will only ask questions about the practice and the services we offer.

Will I really make a difference?

Yes, and we will send you regular updates on what we have learnt from the surveys and what's been done as a result.

Can I change my mind?

Yes at any time. Please advise us if you no longer wish to be a member and we will remove you from the group promptly.

The Junction Health Centre Patient Participation Group

Have your say

...help to shape local healthcare services

