

What do we do?

We are unpaid volunteers, interested in ensuring that patients of the PHMG can influence receiving the best possible care. In particular, we:

- meet quarterly to discuss issues relevant to patient care.
- hold additional meetings where necessary (e.g. to consider reports of Care Quality Commission)
- survey patients' views
- act as a channel to receive patients' suggestions
- review compliments/complaints received through the Practice Compliments and Complaints procedure, and what lessons might be learnt
- represent the surgery at the CPRG (Crawley Patients Representative Group), to ensure we are kept informed about the wider changes in the NHS and social care and the impact these will have locally.

What do we not do?

We do not deal with personal medical issues or complaints, as there are already well-established procedures for dealing with these within the Practice.