

## Grosvenor Road Surgery Patient Participation Group

Dear Patient

Thank you for agreeing to be part of our Patient Participation Group and give your views about the practice and how we can improve it.

Having looked at our annual survey and to ensure that we ask appropriate questions, we would like to know what you think should be our key priorities when it comes to looking at the services we provide to you and others in the practice.

What do you think are the most important issues on which we should consult our patients? For example, which of the following do you think we should focus on? Please mark the reply in order of priority (i.e number 1 being your highest priority to your lowest priority being number 10). If you wish to add areas of your own we would welcome your ideas.

	Mark in order of priority	1 - 10
1.	Clinical Care	
2	Getting an appointment	
3.	Reception issues	
4.	Opening times	
5.	Services for patients with disabilities	
6.	Parking	
7.	Telephone access	
8.	Seeing a GP of your choice	
9.	Any other area, please specify	

Kindly reply by the 20<sup>th</sup> February 2012 or as soon as possible, using the SAE enclosed...  
Thank you for your help.

Yours faithfully

The Grosvenor Road Doctors.

Dr S Lansdown  
Dr J Shaw  
Dr Y Steele  
Dr V Kulkarni