

ST MARY'S SURGERY

PINFOLD HEALTH CENTRE

FIELD ROAD

BLOXWICH

WALSALL

WS3 3JP

TEL – 01922 775151

Email: clinicalinfo.m916122@nhs.net

DOCTORS

DR.D.PANAGAMUWA (MBChB, MRCGP)

DR.M.P.WIJETUNGE (MBBS,MRCGP,DFSRH, DRCOG)

What is the Patient Representation Group (PRG)?

A Patient Representation Group (PRG) is a group of patients registered at St Mary's Surgery, who would like to participate in helping the Practice work as well as it can for patients, doctors and staff. NHS England require every practice to have a PRG.

Why should I join?

Your experiences matter, and you can bring different ideas to the surgery to help improve our services. You will also gain a better understanding of the NHS, and gather feedback from other patients.

How often does the Patient Representation Group meet?

We hold meetings approximately every three months. Don't worry if you are unable to attend the meetings, you can still be part of our virtual group.

Who manages the mailing list for the PRG?

The mailing list will be held by the Practice, any emails sent to individual's emails are not shared with others.

What is a virtual group?

A virtual group is a group of patients who would like to be part of the Patient Representation Group, but prefer not to attend meetings. Virtual group members can get involved in the PRG by email communication. Information such as practice newsletters, minutes of the Patient Representation Group meetings, and surveys will be shared electronically.

Will my views be heard?

Your views are important and will be listened to. It may not be possible to act on every suggestion, but all feedback is very valuable. Working in a spirit of mutual respect, openness and trust, all patients' views will be discussed and, where appropriate, we will work together on solutions.

How do I join the PRG?

If you are interested in becoming a member of our PRG, please contact Reception on 01922 775151, we will then contact you with details of our next PRG meeting which you can attend.