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Catherine House

SURGERY

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Practice Manager: **Mrs Sheila Lamkin**

Dear Fellow Patient,

As part of its review for improving services our Surgery proposes setting up a Patients Panel with the intention that it should provide a channel of communication between patients, doctors and practice staff.

The Panel will comprise perhaps no more than ten patients, who should broadly reflect the makeup of the Surgery's patients plus representative from the Practice. All patients will be able to raise health issues and suggested improvements to the operation of the Surgery for discussion at Panel meeting. The Panel will meet initially every six months but once established it will of course be open to it to change the frequency. It is important that the work of the Panel should be productive and not simply create yet another bureaucracy taking up the time of those working in the surgery without adding tangible benefits for patients.

I have been asked initially to lead this process and I would be grateful if any of you would like to be a member of this Panel would you please either write or e-mail the surgery – catherinehousesurgery@nhs.net with your details.

Yours sincerely,

Paul Bennett

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