
Writtle Patients' Group

A group has been launched in Writtle to give patients a voice in their health care at the village doctors' surgery.

Writtle Patients' Group aims to be a key link between patients and the surgery and become a forum for feedback and consultation said the group's chairperson Dianne Collins.

With five GPs, Writtle Surgery has nearly 8,000 patients and as well as the village, covers Roxwell, Good Easter, Highwood and part of west Chelmsford.

The patients' group is led by a team of 14 volunteers and is setting up an email group as part of the forum. The patients' group is supported by doctors and staff at the Lordship Road surgery.

Dianne Collins said: "Any patient registered at Writtle Surgery, can become a member of the group. We want to help the surgery develop its services and for people to take more responsibility for the own health. We're not, however, a forum for complaints or individual issues."

Starting an email group, she said, means that it will be easier and quicker for people to be consulted about health service developments. Patients can join online at writtle.gpsurgery.net or complete a form at the surgery's reception.

She added: "We really want community involvement and to help the GPs and their staff to give patients the best possible care."

Writtle Surgery practice manager Rachel Maddock said: "This is a fantastic opportunity for Writtle surgery community to become involved with changes, not only within the surgery but within the ever changing NHS. I would urge anyone who is interested to call into the surgery and leave their details. I am really looking forward to the patient participation within Writtle Surgery."

WPG's role will cover the following:

- WPG will be kept informed of the practice policies relating to the Primary Care Trust or equivalent organisation. It may express opinions on these policies on behalf of the patients.
- WPG will consult with the practice on service development and provision and assist in the assessment of community medical needs.
- WPG will contribute to, and be kept informed of, practice decisions.
- WPG will advise the practice on the education needs of the community by encouraging and supporting activities within the practice to promote preventive medicine and healthy

lifestyle choices.

- WPG will produce a newsletter three times a year informing patients of the work of the practice and activities of WPG. The newsletter will be distributed by email and through the post where necessary, and will be made available in the surgery and on the WPG web page.
- WPG will seek to ensure that patient information and advice are readily available and clearly presented.
- WPG will represent patients at the practice in seeking to influence local provision of health and social care.

The group is affiliated to the National Association for Patient Participation, website napp.org.uk, which promotes patient involvement in the health service. Patient groups are part of NHS reforms to involve and consult patients and the public in planning and development of services.