

## What do our existing PRG members say about the group?

*“Our ideas and suggestions are always discussed in detail and implemented where practical, which is gratifying and makes it all worthwhile”*

*“I wanted to know, like lots of other patients, what went on behind the scenes and how the money was spent”*

*“Joining the group has been a most enlightening experience and one which has taught me an enormous amount”*

## How can I join the group or find out more?

Please note you must be registered at Mundesley Medical Centre to join the group.

To receive details of the next meeting please contact Helen High or Amy Reynolds at Mundesley Medical Centre using one of the following contact methods:

Tel: 01263 724500  
Email: PRG.mundesley@nhs.net  
Post: Mundesley Medical Centre  
Munhaven Close  
Mundesley  
Norfolk  
NR11 8AR

*Please note contacting Mundesley Medical Centre does not commit you to joining the group*



Mundesley Medical Centre  
Munhaven Close  
Mundesley  
Norwich  
NR11 8AR

Telephone: 01263 724500

Fax: 01263 724508

Website: [www.mundesleymedical.co.uk](http://www.mundesleymedical.co.uk)

# Patient Reference Group



## Information Leaflet

## **What does the Patient Reference Group (PRG) do?**

Patient Participation was introduced by the NHS to enable patients to play an active role in developing local healthcare services. The Patient Reference Group at Mundesley Medical Centre gives patients the opportunity to contribute their ideas for improving the services offered.

The group works with the practice on a variety of issues, such as:

- Acting in an advisory capacity for future surgery plans
- Improving communication between patients and the practice
- Providing a patient perspective on suggestions that benefit the practice
- Assisting with patient satisfaction questionnaires
- Forming action plans to address patient concerns
- Representing the practice at specific events
- Provide the practice with practical support to implement changes

## **Why should I join the Patient Reference Group?**

As a member of the Patient Reference Group you will have the opportunity to influence the decisions that affect your own healthcare. You will learn about the ongoing changes within the NHS and at the practice that may affect your healthcare.

If you would like to be part of a friendly group of fellow patients working together to share ideas and help improve the services offered at the practice, then you might like to think about joining the Patient Reference Group.

## **If I join, what is involved?**

Our PRG meets 2 times a year and meetings are held weekday mornings. Following recent PRG feedback, we now hold our meetings at The Church Rooms in Mundesley to make them more accessible for all.

As a PRG member we welcome you to attend. We often have guest speakers which the group has found very beneficial.

At these meetings you will have the opportunity to raise any general issues about healthcare services.

In addition there are opportunities to meet members from other PRGs at events such as the Patient Conference, which will give you a broader perspective on health related matters.

Members are occasionally asked to volunteer for special projects such as the practice open evening, an idea which originated from the PRG.

## **I would like to join the group but cannot attend meetings, is there an alternative?**

We are pleased to be able to invite patients with online access to join our Virtual Patient Reference Group. Members of the virtual group do not attend meetings but receive copies of the minutes and can request specific issues be raised at PRG meetings.