NESTON
MEDICAL CENTRE

What is the Patient Group?

Our Patient Group consists of registered patients who volunteer to meet with the practice team.

- Where views and experiences are shared (giving examples of what works well or aspects that could be improved)
- Support and encourage communication between patients and their practice
- Support the practice in understanding the needs of its patient population
- Involvement in projects to improve health and wellbeing within our local community

What the Patient Group is unable to do

The Patient Group **cannot**

- Discuss or deal with individual patients' medical conditions or personal healthcare concerns
- Investigate or resolve individual complaints
- Influence clinical decisions or staff members

Why join our Patient Group?

As part of our Patient Group, this will allow you to support service development within the practice and disseminate any changes across the local community.