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## Communicating with Patients

### Sandhurst and Owlsmoor Patient Focus Group

This is our Patient Participation Group, which enables you to play an active role in the way in which our services are provided. The **Focus Group** has a Virtual Patient Contact Group which operates solely through e-mail. Your opinion on current issues can be collected through two or three e-mail surveys a year. Survey responses are anonymous, and are analysed by the Focus Group and published in the Sandhurst Residents Association magazine.

The doctors do encourage you to take part in this. If you leave your e-mail address with the **Practice** it will be passed to the **Focus Group** who will contact you by this route. Your details will be kept on a secure database and will be used solely for the business of the Focus Group

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**Sandhurst Group Practice** has the facility to use the following methods to contact you by **SMS Text Message** to your mobile phone.

These may be used to notify you about:

- Changes to your booked appointment
- National issues such as Flu pandemics
- Practice being closed due to unforeseen circumstances
- Cancelled clinics including GP, Nurse and Health Care Assistant
- Other notifications the practice deem necessary to your health care provision

*If you are happy for the GP Practice to contact you by these means please sign below and provide your contact details, including the area code for your landline number.*

**Title** ..... **Patient Name** ..... **Date of Birth** .....

**E-mail** .....

**Mobile telephone** ..... **Landline telephone** .....

### Disclaimer

If you agree to the GP Practice contacting you via your mobile phone, the GP Practice agrees to adhere to the following:

- The mobile phone number will only be used by the GP Practice and will not be passed to any other parties.
- If at any time you would like to stop using either of the above services, please make a personal request to the GP Practice and you will be opted out of this within 48 hours.
- If you decide to opt out, please tell us why you do so, to help us review and improve our services.
- Your mobile phone number will solely be used by the GP Practice in relation to the healthcare services offered by the GP Practice. **You will not be contacted in relation to any other types of products or services.**
- No personal details will be included in the message to identify you.
- Whilst the GP Practice will regularly check your telephone numbers with you, please be aware that the onus of keeping your contact details current with the practice rests with you.

**Patient signature** ..... **Date** .....

Dr. Simon Brown, Dr. Izabela Davies, Dr. Anita Vakil, Dr. James Seddon, Dr. Nilesh Kanjaria,  
Dr. Rohail Malik, Dr Krevan Moodley, Dr Varsha Joglekar, Dr David de Klerk, Dr Chris Boardman, Dr Emma Joynes