



HAVE YOUR SAY
2013/2014

Last time you were invited to ‘Have your Say’; comments made by patients led to a number of changes being made in the way things are done. Now we invite your views again. You can return this sheet anonymously if you wish.

- What would you say is the best thing about our Practice?
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- Are there any ways you think we could improve our Practice?
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- Are you aware you can book appointments and order prescriptions on our website? If you have used this service do you have any comments?
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- Are you aware we have a practice newsletter? And do you find it helpful?
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- Are you aware we have an internet based **patient participation group** which can be accessed from our website? Which everyone is welcome to join.
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- We will be introducing a text messaging service to remind patients of their appointments etc. What are your thoughts?
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- Is there anything else you would like to bring to our notice?
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REMEMBER, YOUR OPINIONS REALLY DO MATTER

So please return this sheet, complete with your answers to any or all of these questions, to Zoë Street, Liscard Group Practice Manager, at Victoria Central Health Centre, CH44 5UF or email z.street@nhs.net

If you wish to do so, add your name and address:

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