

Media information

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People encouraged to get involved at local Roborough Surgery

Doctors at Roborough Surgery in Plymouth are encouraging patients to get involved in the running of their local surgery. Dr John Arkle, a GP partner at the surgery, which is one of the largest in Plymouth, has invited the surgery's patients to join its patient participation group. The group gives patients an opportunity to make suggestions to the surgery about ways it can improve services, from communicating better with patients to helping to promote healthy living. "We always want to hear our patients' thoughts about services at our GP surgery and one of the best ways people can make a difference is by joining our patient participation group," he said. "Some of the issues the group has been involved with recently include practical matters such as car parking and avoiding missed appointments, as well as developments such as online appointment booking and staff training. "The group has also been involved in issues that directly affect patients such as organising repeat prescriptions and referrals to hospital, along with how the recent changes to the NHS will affect patients." "The group meets regularly and more details on how to join can be found on the surgery website: www.roboroughsurgery.org.uk or by phoning 01752 701 659." Dr Peter Rudge, chair of the western locality of Northern, Eastern and Western Devon Clinical Commissioning Group (CCG), said: "One of the main themes of our new CCG is to involve patients more in decisions about their care and we applaud Roborough Surgery for its efforts to give patients a say. "This is just one of a number of ways patients can get involved in influencing healthcare decisions and we'd encourage them to visit our CCG website at www.newdevonccg.nhs.uk to find out more.