

## **Virtual Patient Reference Group**

### ***What is a vPRG?***

We would like to recruit 200 of our patients whom we will send a few brief surveys to complete online over the next year. This group will need to represent the diversity of our practice population.

### ***What is the aim?***

We will use your results from the surveys to help understand and plan the priority areas for the practice to develop in the future. These priority areas can then be explored and we would ask a wider audience for their opinions on the areas YOU see as important.

### ***Will it take long?***

No – we will use email to communicate and produce on-line surveys for you to complete. We do not intend to meet face-to-face as we feel a virtual group will allow a wider range of our patients to participate.

## **Some common questions you may have:**

### ***Q: Why are you asking for date of birth?***

This is purely so we can confirm you are one of our practice patients.

### ***Q: Will my doctor see my replies?***

The GPs and a few administrative staff will see the results but they will all be anonymous. They will NOT be attached to your medical records.

### ***Q: Will the questions you ask me be medical or personal?***

No – we will only ask general questions about the practice and services. They will be in a short internet based question format.

### ***Q: Who else will be able to access my contact details?***

Your contact details will be kept safely and securely and will only be used for this purpose. We will NOT share them with anyone else.

### ***Q: How often will you contact me?***

Not very often. We would think it will be 3-4 times over the next year and all will via email. We will NOT telephone or write to you.

### ***Q: What if I no longer wish to be involved?***

Just let us know and we can remove you from our reference group contact. This will have no impact on your usual medical care.