

What are the aims of Patient Reference Groups?

PRGs can make real, constructive changes to the provision of services, aiding the responsiveness of practices and providing services that truly reflect what patients want and need.

By working together and understanding the needs of the surgery and the patients, we aim to:

- Learn more about our patients' experiences.
- Make sure services are designed and adapted to respond better to our patients' needs.
- Tap into the enthusiasm and energy of our patients to make long-term improvements.
- Develop and encourage closer relationships between staff and patients.
- Promote patient education.
- Improve the quality of care we provide.
- Identify ways of meeting patients' needs more appropriately.
- Be able to use information provided by patients to help make improvements.
- Make sure changes make sense to those that are affected by them.