

## LINK

### Our Purpose:

#### LIAISE

- ❖ Point of contact between patients and the Practice
- ❖ Increase visibility of LINK in the Practice community

#### INFORM

- ❖ Collect and present patients' views to the Practice
- ❖ Help publicise health projects and campaigns

#### NEWS

- ❖ Contribute to the Practice Newsletter
- ❖ Maintain the LINK page on Practice Website

#### KNOWLEDGE

- ❖ Be a knowledge resource for patients
- ❖ Keep up to date with local NHS issues

## LINK

### COMMITTEE MEMBERS

**Leicester Gill (Chairman)**  
**Sandra Helm (Secretary)**  
**David Fox**  
**Janet Parker**  
**Jean Nunn-Price**  
**Lesley Weston**

**(Practice staff attend the Committee Meetings by invitation)**

### Patient Liaison Group



### Information

### Feedback

**To make LINK effective we need your comments**

➤ **What more do you want from your GP Practice service?**

➤ **What more can LINK do for you?**

Please add any further comments and post this tear off slip in the LINK box.

If you would like us to contact you please give details below:

Name \*: .....

Tel \* : ..... Date: .....

Email \*: .....  
\* (Optional)

# Patient Liaison Group

## Liaise, Inform, News, Knowledge

### What is LINK?

As a patient of the Newbury Street Practice, you are automatically a member of LINK, the Newbury Street Patient Liaison Group which was established in 2003. The LINK Committee consists of up to 12 volunteers from the patients of the Practice.

The aim of LINK is to support communication between patients and Practice staff.

The LINK Committee welcomes further volunteers - if you would like to help us in our liaison activities please join us.

### What can LINK do for you!

The types of activities we could consider include:

- Organising open meetings on topics of interest to patients
- Surveying patients' views on issues of relevance to the Practice
- Publicising major projects (such as immunisation)
- Publishing Newsletter for patients
- Maintaining a LINK page on the Practice website and on Wantage.com

### What does LINK do?

LINK provides opportunities for patients to raise issues of general concern that we can discuss with the Practice staff and provide feedback, e.g. through the newsletter, open meetings, and the LINK website.

Please note we are not a complaints group for medical issues - these should be taken up directly with the Practice.

### How can LINK help you?

The LINK Committee would welcome ideas for topics to be included in its programme of activities. It is important that these are relevant to the needs of patients of the Practice.

### How do you contact LINK?

If you have any comments or ideas that you think LINK should consider, or issues that could be raised with the Practice, LINK can be contacted in the following ways:

- Email to: LINK@wantage.com
- By post: LINK, Newbury Street Patient Liaison Group, Newbury St Practice, Mably Way, Grove, OX12 9BN
- By hand: A tray is at Reception for correspondence