

THE WHITE HOUSE SURGERY
1 Cheriton High Street, Folkestone, Kent CT19 4PU
Tel: 01303 275434

Dr Chee Mah
Dr Jonathan Bryant

Mrs L K Betts – Director of Operations
Ms M Baker – Practice Manager

The White House Surgery Patient Reference Group

Aims & Objectives

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

1. Learn more about our patients' experiences.
2. Make sure services are designed and adapted to respond better to our patients' needs.
3. Tap into the enthusiasm and energy of our patients to make long-term improvements.
4. Develop and encourage closer relationships between staff and patients.
5. Promote patient education.
6. Improve the quality of care we provide.
7. Identify ways of meeting patients' needs more appropriately.
8. Be able to use information provided by patients to help make improvements.
9. Make sure changes make sense to those that are affected by them.
10. Provide our patients with an understanding of NHS limiting factors affecting the services we are able to offer.

Please note:

This is not a forum to voice individual, formal complaints or grievances. Complaints need to be handled via the complaints process at the surgery or via NHS England.

Patient reference group members are recruited to represent the wider views of patients registered at The White House Surgery, not solely the views of the individual.

Patients and carers and their future care and treatment by the surgery/the NHS will not be affected by their involvement in the Patient Forum.