

# TULSE HILL PRACTICE

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2<sup>nd</sup> February 2014

Dear Patient

Thank you for expressing an interest in our patient reference group (PRG).

I hope that this can be run mainly as a virtual group with e-mailed discussions. But would be interested to hear how you would like to communicate with us.

As it is time to plan our annual survey we would like to ensure we ask the right questions, we would like to know what you think our key priorities should be when it comes to looking at the services we provide to you and others in the practice.

What do you think are the most important issues on which we should consult our patients? For example, which of the following do you think we should focus on:

Clinical care  
Getting an appointment  
Reception issues  
Opening times  
? any other area

Once we have your views, we will devise a questionnaire for you to look at prior to sending it out. We will send it out by e-mail and give out paper copies to patients who attend the surgery.

Once we have the results of the survey, we would like your comments on them. We will then agree with you which are the priority areas to look at and how we can implement any changes required.

I hope that the survey can be agreed and sent out by 14<sup>th</sup> February so that we have time to review the results and plan some changes prior to the end of March.

If you have any comments, questions or suggestions please let me know, either by e-mail or by calling me on the main surgery number.

Thank you for your interest in our group.

Kind regards,

Ms Jenny Read  
Practice Manager