

## Patients

SWGP is a vehicle allowing local general practices to continue delivering services to its patients. At this time SWGP does not deliver services directly and any complaints, comments or suggestions should be directed through particular practices normal channels.

When discussing changes to existing care pathways or bidding for new services we are very interested to engage with patients to understand what works well, what needs improving, is there a demand for this service and what a good service looks like for you?

Given the plethora of patient feedback groups in healthcare and the local community we are not looking to create another channel and further divide the finite pool of available participants. All of our 35 GP practices have patient feedback groups, representing the 270,000 patients in our locality. We can share information with these groups; and receive input from them. We have already developed materials for practices to deliver to their patients.

The South Warwickshire Clinical Commissioning Group (SWCCG) also has a patient forum we could access. To ensure we reach large numbers of patients and gain a representative view we have started a dialogue with Warwickshire Council and SWCCG to explore how we could collectively harness the contacts we have to work effectively and share resources.