

Below are some questions we have been asked by patients:

1) Can I now book an appointment to see a doctor or nurse at any of the other sites?

No. For now you should continue to book appointments etc at your usual site.

2) If I have a problem I used to talk to the Practice Manager. Can I still do that?

The organisational structure of WFHP is different to when we were 6 surgeries. Each site now has a Site Manager. Any comments or problems should now be directed at them.

3) Is there a Head Office?

Bewdley Medical Centre is being used at the Head office for Postal and Legal Purposes. Although it is the base for the Senior Management Team and the Central Support team, management is situated across the sites.

4) What happens to our Patient Participation Group?

Each site's participation group will continue as it is. We believe patient involvement and feedback is very important and the Patient Representative Board Member will link into these site PPGs.