**Appendix 2a**

**Patient Consultation Guidance**

**What**

* Set out clearly the proposed changes; be up front early on if closure is either part of the proposed changes or if it is being planned for a later date after the merger
* Explain why this is being proposed; include any perceived benefits (and any potential negative impact, e.g. if site closure, to include proposed mitigating actions)
* Explain what this will mean for patients
* Let people know how they can have their say
* Let people know how they will be updated on outcomes
* Give an indication of the process and timescales

**Who & how**

* Keep the PPG informed throughout
* Text message to all registered patients
* Open meeting with patients – extend a PPG forum?
* Posters and FAQ leaflet in reception/waiting areas (including how patients can contact Healthwatch)
* Feedback box to allow for anonymised feedback
* High visibility on practice website (with option to feedback electronically)
* Brief message on repeat scripts
* Consider vulnerable patients, specific community groups, advocates etc

**Key point**

* Ensure in your application you capture all feedback and are able to quantify numbers that responded, key themes and mitigating actions

NB: the ICB Communication team can be contacted for advice and support throughout the process and practices are encouraged to run any materials/publications/letters by the team.

Healthwatch is also a good point of contact for practical support and they would be happy to support the consultation process.