



## WEEPING CROSS Health Centre

Bodmin Avenue,  
Weeping Cross,  
Stafford, ST17 0EG.  
Tel: 01785 662505  
Fax: 01785 661064  
[www.wxhc.org.uk](http://www.wxhc.org.uk)

## BEACONSIDE Health Centre

Weston Road,  
Beaconside,  
Stafford, ST18 0BF.  
Tel: 01785 353570  
Fax: 01785 353848  
[www.beaconsidehc.nhs.uk](http://www.beaconsidehc.nhs.uk)

## JOHN AMERY DRIVE Surgery

14 John Amery Drive,  
Rising Brook,  
Stafford, ST17 9LZ.  
Tel: 01785 252244  
Fax: 01785 252619  
[www.johnamerysurgery.co.uk](http://www.johnamerysurgery.co.uk)

### PATIENT PARTICIPATION GROUP (PPG) CHARTER WRITTEN BY THE PPG

#### GUIDELINES FOR PATIENTS ATTENDING WEEPING CROSS, BEACONSIDE AND JOHN AMERY DRIVE SURGERIES

1. Respect and value all staff and patients at the Health Centres.
2. Wait quietly and patiently for your appointment. You **will** be seen by a Doctor.
3. Prepare for your appointment with the Doctor so that the Health Centres can run smoothly and efficiently. Perhaps consider making a list of what you want to discuss. If you think you may need a longer appointment, please ask reception staff when booking. Be concise in frank terms and listen to the Doctor's advice.
4. Use your medication carefully, follow the instructions carefully and only order medicines which are required. Nearly £5 million is wasted in South Staffordshire in a year.
5. Keep appointments. Be prompt, and if you have to cancel then do so **as soon as possible** so the appointment can be re-allocated. Up to 50 appointments per week are missed which can cost your Health Centre up to £1,750 a week!
6. If you have relevant, constructive comments or recommendations, there is a suggestion box, or contact the Business Partner who is based at Weeping Cross Health Centre, Bodmin Avenue, Stafford ST17 0EG or via the website [www.wxhc.org.uk](http://www.wxhc.org.uk), [www.beaconsidehc.nhs.uk](http://www.beaconsidehc.nhs.uk) or [www.johnamerysurgery.co.uk](http://www.johnamerysurgery.co.uk).

**THANK YOU**