

Role of the Communication Monitor

What is the role of the Communication Monitor?

Although the role of the Communication Monitor can be very different from group to group the duties generally cover the following main areas:

- To maintain communications with patients and others via email through the Waterloo PPG Gmail account.

Communication Monitor's tasks:

- To support the Waterloo PPG in monitoring the ppgwaterloo@gmail.com account.
- Emails received will be forwarded to the appropriate PPG member or Practice Manager and a response indicating this, sent to the initial sender.
- Emails received by the PPG will be dealt with within a couple of working days.
- All outward emails will provide a named contact in case of query, complaint or if a response letter is required.
- A direct telephone number will be provided where possible. This will be the practice phone number.
- Any instructions and directions given will be clear and concise.
- To report on email usage at meetings.
- To undertake other duties as agreed by the Waterloo PPG.