

Patient Participation Publicity Letter

Please take time to read our letter, it may help you and your surgery.

We, the Patients Participation Group (PPG) would like to explain our role. A recent survey at the surgery showed that only 31% of patients surveyed understood our purpose and what we did.

What Are We About

Our purpose is to support the practice for the benefit of patients and staff. To feed back your views and concerns to the practice and improve two-way communications between patients and practice. To also communicate news and information from the practice to you, the patient.

What We Do:

- contribute to practice decision-making and consult with patients on service development and provision
- provide feedback on patient's needs, concerns and interests and challenge the practice constructively whenever necessary
- advise the practice on what matters most to patients
- help identify solutions to problems
- foster improved communication between the practice and its patients
- help patients to take more responsibility for their health
- provide practical support and help to implement change
- think about the wider patient interest and not just their own personal concerns
- always work constructively and positively, helping to identify solutions
- work in partnership with the practice and other local organisations

The group is not a:

- forum for individual complaints and single issues
- vehicle to resolve individuals own personal issues
- a doctors fan club

What You Can Do To Help Your PPG

- By telling us if you have any suggestions or general queries/concerns about the services of the surgery. Please leave details in the suggestions box in the waiting room at the surgery, you do not need to leave your name.
- Offering to participate occasionally in surveys to judge patient views on potential changes. Please provide us with your e-mail address.
- By joining the PPG – particularly if you are ages 18-60 as the PPG is still predominately older people.

With your help we can help the surgery continue to provide the best care they can for you.