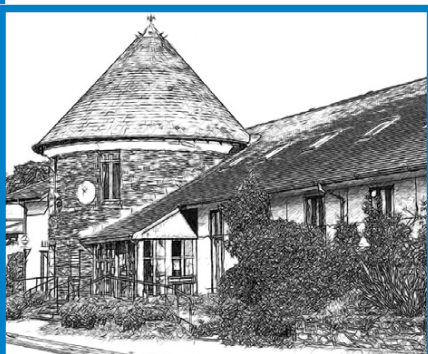


Our Patient Participation Group (PPG)

- ❖ What exactly is the PPG?
- ❖ What is it for and what does it do?
- ❖ How can I become involved?

This leaflet has been prepared by the Practice's Patient Participation Group



Riverside Surgery
Bovey Tracey
01626 832666

Tower House Surgery
Chudleigh
01626 852379



Our PPG was created to:

- ❖ Facilitate good relations between the Practice and patients by communicating patient experience, interest and concerns.
- ❖ Provide constructive feedback to the Practice on current procedures and any proposed new developments.
- ❖ Work collaboratively and positively with the Practice to improve services and facilities for patients.
- ❖ Act as a representative group to support the Practice and influence local provision of health and social care.

Our PPG does not:

- ❖ Deal with personal medical issues or complaints.

If you wish to make an observation or complaint about the Practice, a leaflet is available from reception to tell you about the complaints procedure, or you can look on the Practice website at

<https://www.towerhousesurgery.co.uk/pages/Complaints>

Who can be a member of the PPG?

The PPG is open to all registered patients and to anyone who is a carer of a registered patient. No training is required to become a member, just a genuine interest in taking positive action to help the Practice by giving your constructive opinion and some time.

You can get involved in the work of the PPG in a number of ways. You can participate as much or as little as you are able or wish.

You could join the PPG Core Group

The Core Group is a group of a maximum of 20 people including an elected Chair, Deputy Chair and Secretary. It generally meets every two months for a couple of hours during the day at a time to suit the majority of attendees and also has a formal Annual General Meeting. Practice staff also attend these meetings.

Each meeting has an agenda that includes reviews of feedback the Practice has received, together with ideas and suggestions. These are discussed and acted on. Some of our Core Group have particular skills, for example, IT skills or journalism. We benefit tremendously from this.

Attendance at each meeting is not essential.

You could help with specific projects

From our agendas and minutes, you'll see we often develop ideas received from patients, for example developing dementia friendliness in the two surgeries. You may have a special interest or expertise which would enrich our discussions. If you would like to find out what we are working on at the moment, use the following link to see our minutes etc.

<https://www.towerhousesurgery.co.uk/pages/Patient-Participation-Group-Reports--Other-Surveys>)

or contact Ben Bishop, the Deputy Practice Manager, at the surgery by email (benjamin.bishop1@nhs.net)

You could respond to Practice Newsletters

Each quarter there is a Practice newsletter which is available from Reception and also emailed to anyone who has said they'd like to receive it.

The PPG has a section in the newsletter, with information about the progress we are making and other projects. Your ideas and thoughts are always welcome.

Some of the PPG's plans for the future

- ❖ Become more visible and known to patients as their 'voice' via newsletters, notices and so on.
- ❖ Develop the use and effectiveness of our Facebook page @RATHPPG
- ❖ Help support the Practice in responding to feedback from patients, carers, and others.
- ❖ Encourage people to take control of their own health, by promotion of health awareness and other events.
- ❖ Help the Practice wherever we can, for example at flu clinics

Further details of the PPG can be found on the Practice website which has lots of helpful information:

<http://www.towerhousesurgery.co.uk/Home>

If the PPG is not for you at the moment, you might still wish to be kept informed about what is happening at your Practice. Please sign up to receive the Practice newsletter by email via the Practice website. Copies of the newsletter and the minutes from our Core Group meetings are also available from each surgery.

Getting more involved

- ❖ So, are you interested and want to find out more?
- ❖ Or would you prefer an informal chat with the Chair of the PPG Group first?

Email your interest to btcp.ppg@nhs.net or phone your surgery and speak to Ben Bishop, our Deputy Practice Manager.

If you would like to have a copy of this leaflet in a different format to make it easier to read, please contact the Practice.