SOME OF THE PPG PLANS FOR THE FUTURE:

- Become more visible and known to the patients as their 'voice' via newsletter, noticeboards and social media.
- Ensure **your** general practice meets the local needs as best it can with resources available.
- Increase response rates to patient surveys thereby having wider viewpoints.
- Encourage people to take control of their own health including promotion of health awareness events.
- Help reduce wastage of prescribed medicines.

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

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

If the PPG is not for you at this time you may 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 website.

Copies of the newsletter 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 group first? Email your interest to btcp.ppg@nhs.net or phone your surgery and speak to Amanda.

If you require this leaflet in a different format please contact the surgery.

RIVERSIDE & TOWER HOUSE SURGERY

PATIENT PARTICIPATION GROUP (PPG)

INFORMATION LEAFLET



PATIENT PARTICIPATION GROUPS

WHAT DO THEY DO?

HOW CAN I BECOME INVOLVED?

PPG Leaflet 1

www.towerhousesurgery.co.uk

PPG1v.i/08/16

A PATIENT PARTICIPATION GROUP HAS BEEN ESTABLISHED BY OUR SURGERY 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.

THE PPG DOES NOT:

- Deal with personal medical issues or complaints.
  The practice complaints procedure can be found on the practice website.

WHO ARE 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 your 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 to.

Ideally the PPG will reflect the diversity of the registered patients including for example by age, gender, ethnicity and health issues.

We are currently seeking to widen the diversity of the PPG particularly as it is currently under-represented by younger people, those with children under 18, those with disabilities and/or those with caring responsibilities. There are several ways you can contribute to the work of the PPG.

YOU COULD JOIN THE PPG CORE GROUP:

The core group is the formal group of a maximum of 20 people including an elected Chair and other officers. 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.

PPG VIRTUAL GROUP:

The virtual group 'meets' only via email and aims to secure the views of its members on various topics. It provides feedback to the core group. Virtual members can if they wish also participate in wider activities of the PPG such as undertaking waiting room observations and supporting health promotion events.

SOME OF THE THINGS WE DO NOW:

- Waiting room observations and suggesting improvements.
- Reviewing patient feedback from surveys with the practice.
- Working with the practice on ideas from the suggestions boxes.
- Devising a directory of local health and care services.
- Working with the practice on how patients can prepare for their appointments.