



Please join our
Patient
Participation
Group!

What is the Patient Participation Group or PPG?

A Patient Participation Group (PPG) is a group of people who are patients of the surgery and who wish to take a more active interest in finding out more about the practice or would like to influence the development of local health services. The idea is for staff and patients to work together to share ideas to help patients to take more responsibility for their own health and to help improve the services offered at the practice.

The NHS requires every practice to have a PPG.

Will my views be heard?

Your views are important and will be listened to. It may not be possible to act on every suggestion, but all feedback is valuable and will be taken into consideration.

Working in a spirit of mutual respect, openness and trust, all patients' views will be discussed and, where appropriate, we will work together on solutions.

SOUTHCOTE CLINIC
PATIENT PARTICIPATION
GROUP leaflet

What will be required from members?

Apart from the annual meetings we will ask the members some questions from time to time about our services. We will contact you via email and keep our surveys short so it should only take a few minutes of your time.

Who will be on the PPG?

That's entirely up to you! Your contact in the practice will be Practice Manager, depending on the topic of discussion other staff from practice or PCN might be involved.

How to sign up?

You can sign up via the link on our website under the PPG tab or you can complete part of this leaflet and hand it to the receptionist.

Listening to Patients, Speaking up for Change.

How often does the Participation Group meet?

Our group will be mostly 'virtual', however we will aim to meet face to face annually at the surgery. We know that many people are busy so if you want to be involved and would prefer not to attend the meetings we still would like to hear from you!

What else can a PPG do?

- Help to communicate to patients how recent changes to NHS will affect service provided
- Let the practice staff know more about the level and standard of service they provide- from a patients perspective
- Help the practice decide on overall service priorities
- Help improve the experience of patients attending the Surgery

Yes, please, I would like to be part of the Patient Participation Group:

Name:

Address:

Telephone:

Email:

Ethnicity:

Please tick whether you would want to be involved:

Virtually

In person

Please tear off this part of the leaflet and hand to the front desk during opening hours.