

## Appletree Medical Practice

Appletree Medical Practice serves the whole of Duffield as well as the surrounding villages. We also have a branch surgery in the village of Little Eaton.

At Appletree we aim to treat all our patients promptly, courteously and in complete confidence. We feel it is important you know who you are speaking to, so our practice staff wear a name badge and identify themselves on the telephone.



**Appletree Medical Practice**

47a Town Street, Duffield,  
Belper, Derbys, DE56 4GG

Tel: 01332 842288

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## PATIENT PARTICIPATION GROUP



# Appletree Patient Participation Group (PPG)

## Why do we need a PPG?

There have been a lot of changes at Appletree Medical Practice in recent times; the arrival of new GP Partners; becoming a Training Practice; the arrival of new clinicians—e.g. Clinical Pharmacists, Advanced Clinical Practitioners; adopting new clinical and telephone systems; building the new pharmacy unit and surgery extensions to name just a few.

Nationally the NHS in general, and Primary Care in particular is undergoing transformational change as outlined in the NHS Paper “General Practice Forward View” (April 2016).

Appletree Medical Practice is not isolated from all this environmental turbulence. Now more than ever it is important for patients to have a collective voice and to influence the way their healthcare is designed and run locally; which is why we are keen for Appletree to have an effective **Patient Participation Group (PPG)**.



## What does Appletree PPG do ?

Established in early 2011 the Appletree PPG is comprised of patients registered with the Practice who have a keen interest in the delivery of healthcare in the area. It is continually evolving to meet local needs.

At Appletree the PPG:

- provides the patient perspective on the services that are provided by the Practice;
- works with the Practice to improve patient communication;
- encourages patients to take more responsibility for their health;
- provides practical support for others in the community.

The PPG is NOT the Practice’s complaint system (there is already a robust complaints procedure in place); nor is it a forum to air personal issues. But neither is it a Doctors’ fan club. To be valuable the PPG must have the confidence to challenge the Practice in line with any issue brought forward. It is self organising and patient led.

The benefits of an effective PPG are felt by the patients, the Practice and the wider community in which it operates.

## Who can become involved?

Any patient registered with Appletree Medical Practice with an active interest in the delivery of healthcare in the area is welcome to become involved in the Appletree PPG.

Members of the group meet between 6.30pm-8.00pm on the last Wednesday of:

- **January**
- **April**
- **July**
- **October**

Details of meetings and other information about the PPG are available on the Practice website [www.appletreemmedical.co.uk](http://www.appletreemmedical.co.uk).

If this has been of interest and you would like to learn more, please ask at reception.

Or come along to a meeting; you will be very welcome. Details are posted on the practice website:

[www.appletreemmedical.co.uk](http://www.appletreemmedical.co.uk)

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