

King Street Surgery - Patient Participation Group (PPG)

Information

Our aim is to recruit members for our patient's participation group of named patients and clinicians who will meet four times a year to discuss issues that concern all people who visit as patients, or work at King Street Surgery. These issues may be about the way we develop and deliver health care, or appointments, or any topic that will help us improve our service and the expectations of patients.

This is a voluntary role and only patients of King Street Surgery may apply.

Time of meeting: 6pm-7pm (weekdays only). N.B. Subject to change on the group's decision.

There is a strict Code of Conduct to which all members of the PPG must adhere, and successful applications will be asked to sign a Code of Conduct / Terms of Reference and confidentiality agreement.

Common patient questions and answers

Q: What is a patient group/patient participation group?

This is a group of volunteer patients who are involved in making sure the surgery provides the services its patients need.

Q: Why are you asking people for their contact details?

We would like to be able to contact people occasionally to ask them questions about the surgery, how well we are doing to identify areas for improvement and to circulate agenda and meeting notes.

Q: Will my doctor see this information?

This information is purely to contact patients to ask them questions about the surgery, how well we are doing and ensure changes that are being made are patient focused. If your doctor is responsible for making some of the changes in the surgery, they might see general feedback from patients.

Q: Will the questions you ask me to be medical or personal?

We will only ask general questions about the practice, such as short Questionnaires.

Q: Who else will be able to access my contact details?

Your contact details will be kept safely and securely and will only be used for this purpose and will not be shared with anyone else.

Q: How often will you contact me? Not very often, about 2-3 times a year.

Q: Do I have to leave my contact details? No, but if you change your mind, please let us know.

Q: What if I no longer wish to be on the contact list?

You just need to inform reception, or the practice manager and you will be removed from the contacts list.

Q: What if I leave the surgery?

You should contact the practice manager to inform her you have left the surgery, as the contacts list is separate from patient registrations.