

AVON ROAD SURGERY – PPG GROUP



What does a Patient Participation Group do?

The PPG aims to be a forum to discuss topics that benefits patients and the practice and take issues forward in a practical manner, to seek and improve communications with patients and practice staff through newsletters, the practice website along with the use of notice boards and direct communications within the Practice.

How we can improve your experience:

- Understanding from you the patient, your concerns, suggestions for improving the service you receive.
- Improving the experience of attending the Practice.
- Communicate to patients how changes in the NHS will affect services provided.
- Letting the practice staff know more about the level and standard of service they provide from a patient perspective.
- Helping the practice decide on overall service priorities.
- Helping patients understand more about their medical condition/problems including talks on individual topics, eg Diabetes and Heart Disease.
- Information on help available and support groups and networks.

WHO ARE THE PPG?

There is representation from the GP's and Practice Managers and plus 5 or more patients drawn from across the practice.

This is flexible and can change as the group gets more established and needs emerge.

WHAT THE PPG IS NOT ABOUT

We will not deal with individual patient complaints, there is already a well established procedure to deal with these.

We will not tell the professionals how to run their clinical services.

HOW DO PATIENTS COMMUNICATE WITH THE PPG?

You can write to us care of the practice address.

You can talk to us when any of the members of the PPG are in the surgery whilst you are there.

YOUR PPG NEEDS YOU!



- The PPG will only work well if patients communicate with us.
- We already have ideas but we need your input.

If you are interested in becoming part of the PPG team please contact reception for further information.