

How do I join the Patient Participation Group?

Please ask any member of reception or the practice manager for a form.

We will tell you the date and time of the next meeting and will take some contact details from you so that we can let you know if there are any changes.

We would love to have as many patients involved as possible, so please SPREAD THE WORD!!!

For more information, please contact:

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PATIENT PARTICIPATION GROUP



Patient Participation Group

We want to hear from you

**You can have your say on
Health matters**

What is the role of the Patient Participation Group?

Patient participation refers to patients, such as you, who are taking an active interest in healthcare and how their surgery is run.

It gives practice staff and patients a chance to discuss the surgery, local health problems and services, and tries to think of ways to improve the way the surgery can work.

What are the benefits of a patient participation group?

- Patients will have a better understanding of how the surgery works
- There will be improved communication between patients and staff
- Patients will have a forum to suggest ideas and raise concerns
- Patients will be consulted about arrangements in the GP surgery before decisions are made
- Patients' views will be represented in local health care.
- Ideas of a wide range of people will be represented

What will happen at the meetings of Patient Participation Group?

A range of patients, such as yourself, will attend, alongside a GP from the surgery, a receptionist and the Practice Manager.

The meetings are a relaxed environment, in the practice waiting room, outside of normal surgery times. We will make sure you have refreshments provided and will keep the meetings to no more than an hour.

The chairman will open the meeting and invite everyone to discuss their ideas.

Everyone will be happy to listen to each others' ideas, and everyone's views will be taken into account.

You do not have to say anything if you don't want to, it's perfectly ok to sit and listen to what other people are saying.

At the end of the meeting, the chairman will summarise the main points and set a date for the next meeting.

We are very grateful to all our patients who take time out of their day to attend these meetings to help us improve the surgery and the service we can offer.