

## Future Plans

- ❖ To keep up to date with what is happening at Southway Surgery, messages and updates will be made available on a noticeboard provided by the practice.
- ❖ During October and November 2024, PPG members will assist at the “flu & Covid” vaccination clinics.
- ❖ Members of the PPG will be carrying out various activities to raise funds for the replacement of essential equipment for Southway Surgery.
- ❖ The PPG will help collate and review the results of the ‘Friends and Family Test’ (FFT). Future action can then be discussed based on any feedback.
- ❖ We are keen to hear from you if you have any ideas for the PPG members to get involved with.

## Contact Details

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## Southway Surgery

### Patient Participation Group



**PPG**

## Information Leaflet

Quarterly Update - October 2024

## Who Are We & What Do We Do

Members of the Patient Participation Group (PPG) are volunteers who work with the practice to represent patients views on the services and facilities provided by Southway Surgery. The PPG may also enable Patients to be involved in the wider health issues across Plymouth.



## When Do We Meet?

We aim to meet quarterly, around the middle of the month at the practice. The Secretary forwards an Agenda to the members in advance of the meeting. The Chair leads the meeting whilst the Secretary takes the Minutes. Draft Minutes are produced and discussed with the Practice Manager and a final version of the Minutes are agreed at the following meeting.

# We welcome your suggestions & ideas

## Purpose of the PPG

- It is our intention that the PPG should be visible and accessible to everyone at the surgery.
- We want to assist the practice by bringing forward new initiatives and ideas and supporting the Practice in their implementation.
- The Patient Participation Group (PPG) welcomes your suggestions and ideas that could contribute to our patients experience when they visit Southway Surgery.
- If you have any suggestions please forward them to the Practice Manager so that they can be discussed with the PPG .

## What We Are Not

We are not a forum for individual agendas or personal complaints. Complaints must be made directly to the practice to comply with the standardised NHS Complaints Procedure and be handled under a strict code of confidentiality. If you have a complaint, please speak with the Practice Manager.



## GDPR & Data Protection

Southway Surgery takes the protection of your personal information very seriously. We treat your personal information as confidential and will handle it in accordance with data protection legislation.