Central Surgery

Patient Participation Group

The purpose of the Patient Participation Group is to ensure that patients are involved in decisions about the range and quality of services provided. This includes patients being involved in decisions that lead to changes to the services their practice provides or commissions, either directly or in its capacity as gatekeeper to other services. This aims to promote the proactive engagement of patients using effective Patient Reference Groups (PRGs) and to seek views from practice patients using local practice surveys.

What do PPGs do?

* Review patients’ surveys such as the Family and Friends Test.
* Listen to patients’ stories and views.
* Explore ideas and suggestions on how to improve patients’ experiences in the GP practice.
* Discuss with GP practice staff and agree on an action plan for service improvements.
* Monitor the implementation of the service improvement action plan.
* Run small projects around patients’ education, health promotion, and improvements to GP Practice environment.

What PPGs do not do?

* A PPG meeting is not a forum to raise individual complaints.
* A PPG meeting is not a forum to seek medical advice.

What happens at a PPG meeting?

A PPG meeting is attended by the Practice GP, Practice Manager or Reception Manager and practice patients and carers.

The meeting is managed by the PPG chairman or the practice manager.

The meeting follows an agenda that can look similar to this:

1. Welcome and instructions.
2. Minutes and actions arising from the last meeting.
3. Updates from GP practice staff.
4. Other agenda items.
5. Patients’ feedback, suggestions, and comments.
6. Date of the next meeting.

Tips:

* If you have any questions about PPG, contact our GP Practice Manager.
* View the previous minutes on our website to find out what has been achieved and discussed so far.
* At the meeting bring up the issues that concern you, your family, or your community with regards to the GP Practice Services and general health.
* You can also email the issues you would like to discuss at the meeting to the Practice Manager beforehand and ask to add it as an agenda item.
* Bring positive energy and ideas, share your enthusiasm and skills.
* Share your PPG experience amongst your community and get more people involved.

For further details please contact:

Central Surgery

Email: Admin.MailboxF81086@nhs.net

Phone: 01702 468443

Please give reception your email address and we will send you information.

We want to hear what you think about the practice.

Please have a look at our practice website [www.central-surgery.co.uk](http://www.central-surgery.co.uk/) where you will find our newsletters and information. We also publish questionnaires online for our patients to complete anonymously.

We look forward to expanding our Patient Participation Group and we need you to make a difference.