

What a PPG is not

A PPG is not a forum to deal with personal medical issues and complaints. These are personal to you and must be dealt with by professionals who are there to help you. The practice already have procedures in place to deal with these:

Medical Issues

These should be discussed with the Doctor or Nurse who is treating you.

Complaints:

These should be addressed to the Practice Manager in the first instance.

Future PPG plans

We hope to broaden our PPG over the coming months and recruit additional patients to the group. It is expected that the PPG will become more visible and assist the practice with new initiatives and ideas.



Joining our PPG

Any patient registered at Brook Square Surgery with an interest in the delivery of healthcare in the area is welcome to be involved in the PPG.

No training is required to become a member of our PPG. The most important thing is that you are keen and focused on taking positive action to help the practice.

Be prepared to give your opinion about the way the practice is run and any thoughts you have on how things could be improved.

To get involved please complete the enclosed interest slip and hand into reception. Alternatively visit our website: www.brooksquaresurgery.co.uk



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Patient Participation Group Information Leaflet

*Responding to your needs
to improve your healthcare*

Brook Square Patient Participation Group (PPG)

Join our Patient Participation Group (PPG)



Have a voice for the Patients in the Practice

We are appealing for NEW MEMBERS

Brook Square PPG

As a patient would you like to:

- * Have a voice in supporting the development of Brook Square Surgery?
- * Work together with a group of actively interested patients and practice staff, to share information and ideas and assist in shaping the practice and its services for the future?
- * Contribute to the development of wider local NHS Health Services
- * Join our Patient Participation group which meets quarterly, or sign up for our Virtual Participation Group?

If so we would like to hear from you

What is a PPG?

A PPG is a volunteer group of patients who work with their GP Practice to help it plan and improve its services by ensuring that the patient perspective is represented.

What does the group do?

The Group meets quarterly to discuss how we can improve the services provided by the Practice.

Our PPG has the opportunity to attend face-to-face meetings plus an internet 'virtual' group – whereby we contact interested patients via email to seek their views on our services and facilities.

The role of the PPG includes:

- * being a critical friend to the practice.
- * advising the practice on the patient perspective and providing insight into the responsiveness and quality of services.
- * encouraging patients to take greater responsibility for their own and their family's health.
- * carrying out research into the views of those who use the practice.
- * organising health promotion events and improving health literacy.
- * Regular communication with the patient population.

Benefits of a PPG

Patients, GPs, practice staff and the wider community can all benefit from the success of a PPG.

Patients will benefit through:

- * The opportunity to recommend improvements and to raise issues which can lead to action.
- * A better awareness of how the Practice operates
- * A better understanding of the role and workload of a GP and the practice staff
- * Being enabled to look after your own and your families health

GP's and Practice staff will benefit through:

- * Improved communications with patients
- * The potential for a mutually respectful relationship
- * Increased patient participation and support of the practices aims and objectives





I would like to become a member of Brook Square Patient Participation Group

Title: Mr Mrs Miss Ms Other.....

Name:

Address:

.....

.....Postcode:

Date of Birth:

Telephone:

Mobile:

Email Address:

.....

What is your preferred time to attend meetings? AM Noon PM Evening