

## St Clements Partnership

### **PATIENT PARTICIPATION GROUP INFORMATION**

Thank you for your interest in this group.

Below is some information that will hopefully give you brief overview of the PPG and its function.

#### **WHAT IS THE PATIENT PARTICIPATION GROUP?**

A group of people joining together in a voluntary capacity to enhance the Practice by working alongside the doctors and nurses on behalf of and representing the patients.

#### **WHAT DOES IT INVOLVE?**

- Primarily we do ask that members attend a PPG meeting held locally (likely to be a lunchtime session) approximately every 4 months.
- This is to discuss issues affecting your Practice, and helping the surgery to deliver the best service it can.
- The PPG is not intended to be a forum for complaints made by individuals against the Practice, these should be resolved using the Practice's complaints process.

#### **WHAT ELSE DOES THE PPG DO?**

- Contribute to the continuous improvement of surgery services
- Foster improved communication between the Practice and patients
- Provide practical support to help implement change at a practice level
- Respond to developments in local NHS provision
- Review patient booklet
- Help patients to take more responsibility for their own health
- Help with organising Patient Health Evenings\*.
- Occasionally the Chairperson will attend National PPG Seminars\*.

\*All the above are not mandatory but even the smallest input is of great value.

(PTO)

## **WHO CAN BECOME A MEMBER AND WHAT ARE THEIR ROLES?**

- Generally anyone who is a patient within the Practice.
- However, the Practice does have a right to refuse an individual if it considers it is in the best interest of the individual or the Practice.
- Membership of the PPG is open to all patients at St. Clements Partnership and it is important to the development of the practice that the PPG is as representative as possible of the whole patient population. Members are therefore encouraged to facilitate the communication of patient groups they represent.
- The PPG also includes a Senior Member of the Surgery staff. Community representatives and other professionals may attend by invitation.
- An agenda will be circulated in advance of each meeting. This will enable all PPG members to raise any issues and pass on their comments and ideas to the Secretary for consideration at the meeting whether or not they are able to attend. The Secretary records all decisions taken in the minutes of the meeting which are sent out to all PPG members within the following two weeks.

## **WHAT TO DO NEXT**

Fill in the PPG interest form, available from either reception or on our website and return to the surgery. We will then contact you to see whether you would like to join us and discuss the role further.