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| **PATIENT PARTICIPATION GROUP** |
| “Patient Participation Groups have become an established and recommended method of public engagement in the primary care sector” |
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| What is a patient participation group (PPG)? |
| A PPG is made up of patients and practice staff who communicate at regular intervals to consider ways of making a positive contribution to the services and facilities offered by their practice to patients. |
| Each group will evolve and develop to address the needs of the practice and its local community. Members of the PPG meet face to face with practice colleagues on a regular basis. |
| Patients, GPs, practice staff and the wider community can all benefit from the success of a PPG. |
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| Patients will benefit through: |
| * The opportunity to recommend improvements and to raise issues that can lead to action.
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| * A better awareness of how the practice operates.
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| * A better understanding of the role and workload of a GP practice.
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| * Being enabled to look after their own and their family's health.
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| GPs and practice staff will benefit through: |
| * Improved communication with their patients.
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| * The potential for a more mutually respectful relationship.
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| * Increased patient participation and support of the practice's aims and objectives.
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| What does patient participation involve?: |
| * Patient participation is about patients and practices working together to:
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| * Improve communications between GPs, practice staff and patients.
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| * Enable patients to look after their own health, with the support of the GPs and their support staff.
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| * Discuss topics of mutual interest to the practice and its patients.
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| * Encourage improvements within the GP practice through the adoption of a change in practice or structure.
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| * Increase patient satisfaction with the service they receive.
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| **IF YOU WOULD LIKE TO JOIN OUR PPG PLEASE COMPLETE THE ATTACHED FORM OR COLLECT FROM RECEPTION** |
| **WE LOOK FORWARD TO WORKING WITH YOU** |