

**PATIENT Participation Group**

**(PPG)**

Are YOU interested in finding out more about the Practice?

Would YOU like to influence the development of local health services?

If so we want to hear from YOU

**WHAT IS THE ROLE OF THE PATIENT PARTICIPATION GROUP?**

At its simplest, patient participation refers to patients who wish to take a more active interest in developing local healthcare services.

The idea is for patients and staff to work together to share ideas to help patients to take more responsibility for their own health and to help improve the services offered at the Practice.

The PPG will seek to improve communications through the practice website as well as through notice boards, email and text.

**OUR GROUP WILL BE MOSTLY “VIRTUAL”!**

We will hold some drop-in meetings. However, we know many people are busy. If you want to be involved and would prefer not to attend meetings, why not join our virtual group?

We will ask the members of this representative group some questions from time to time about our services, such as what you think about our opening times or the quality of the care or service you received.

We will contact you via email and keep our surveys short so it should only take a few minutes of your time.

**WHAT ELSE CAN A PPG DO?**

· Help us to communicate to patients how recent changes to NHS will affect services provided

· Let the practice staff know more about the level and standard of service they provide - from a patient perspective

· Help the practice decide on overall service priorities

· Help improve the experience of patients attending the Surgery

**WHO WILL BE ON THE PPG?**

That’s entirely up to you! Your contact in the practice and our lead is Paula Kayser, Operations Manager. Depending on the topic of discussion other staff and GPs will also be involved.

**WHAT THE PPG IS NOT ABOUT?**

We will not deal with personal medical issues or individual patient complaints as there is already a well-established procedure to deal with these

**HOW DO PATIENTS COMMUNICATE WITH THE PPG?**

We have a Practice email address: nhsnwl.thepinemedicalcentre@nhs.net so you can contact us electronically. Please note that this email address is only for the PPG and ordering of prescriptions. It is not for appointments or other patient related queries or requests.

· You can write to Paula Kayser at the practice address

· You can also join our Virtual Patient Participation Group by completing a joining form. This can be obtained by emailing nhsnwl.thepinemedicalcentre@nhs.net or visiting the practice

**HOW WILL I GET FEEDBACK FROM THE PPG?**

· Information will be available in the waiting room at the surgery

· Information will be available on the practice website

· If you provide us with your email address and mobile telephone number we will add you to our contact list and we will contact you by email or SMS message.

**SO IT’S BACK TO YOU….**

The PPGs will only work well if patients communicate with us.

We already have ideas but need your input!

**The Pine Medical Centre**

Fredora Avenue

Hayes

Middlesex UB4 8RB

Tel: 0208 432 85699

Email: nhsnwl.thepinemedicalcentre@nhs.net

Website: https://pinemedicalcentre.nhs.uk