

PATIENT PARTICIPATION GROUP

YOUR SURGERY NEEDS YOU



The first Patient Participation Group (PPG) was established in 1972 by GPs in England and since then PPGs have continued to flourish alongside GP practices

The Cirencester Health Group PPG consists of an advisory group of patients who work voluntarily with the surgery to promote co-operation between the Practice and the Patients, acting as “critical friends” to the benefit of both. The group meets regularly every two months, or more frequently if needs arise.

Our role is to liaise with doctors, staff, community health workers, Health Authorities, neighbouring PPGs and other organisations striving for a culture of

excellence in all aspects of primary healthcare provision.

MEMBERSHIP

Membership is open to all patients of the Cirencester Health Group (CHG) Practice. However, for practical reasons the number of members in the formal PPG is limited.

The Practice welcomes people of all ages and backgrounds who are enthusiastic about influencing and improving the way local healthcare is delivered.



Patients wishing to join should apply to the Practice Manager. When a vacancy arises in the formal group it will be filled from patients who have expressed interest and are on the waiting list. In the meantime they may be involved via the Virtual PPG (see below).

All members are required to sign the CHG Confidentiality Agreement.

THE COMMITTEE

Chair
Vice-Chair

Nigel Collins
Philip Young

Minutes Secretary
Practice Manager Sue Dunham

OBJECTIVES

WHAT WE CAN DO

Specific objectives are encompassed in the PPG Terms of Reference, which are listed on the Website (see the ‘How to Make Contact’ section).

At their simplest the aims are to:

- Provide a forum for patients to feedback on topics such as appointments, consultation times, telephone services, waiting times etc;
- Create opportunities to involve patients with the wider community;
- Provide a means for patients to make positive suggestions about the Practice and their own health care.

We aim to achieve these objectives through:

educational events or talks (eg patient information evenings), leaflets, surveys, Health and Welfare Workshops &/ or drop-in events.

WHAT WE CANNOT DO

The PPG will not consider personal complaints; these must be addressed to the Management directly.

PPG VIRTUAL MEMBERSHIP



The Cirencester Health Group (CHG) would like to extend the opportunity to as many patients as possible to have a say in how the Practice can improve services and how they perceive the Practice.

If you are interested in engaging with the PPG but don't have the time to attend regular meetings, then consider joining the Virtual Patient Participation Group (vPPG).

To make it as representative as possible, any patient may volunteer to be a vPPG Member and there is no limit to the number of patients in this group.

If you are interested, please refer to the section on '**How To Make Contact**' and select one of the methods listed.

PATIENT PARTICIPATION GROUP

HOW TO MAKE CONTACT

If you wish to contact the PPG or join the vPPG then please use one of the following methods:

- Email us at:
- Visit the practice website at www.cirencesterhealthgroup.co.uk
choose PATIENT INFORMATION from the Menu and then select PATIENT PARTICIPATION GROUP from the list of options;
- Complete the PPG online application form;
- Download the online application form or collect one from Reception and return the completed form to Reception.

We welcome your comments and look forward to hearing from you.



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To Improve the Patient Experience

January 2020