**T H E E D E N S U R G E R I E S** 

**Signing Up for Our Patient Participation Group**

If you would like to join our PPG, please complete this form and email this form to **ppg.edensurgery@nhs.net**

or hand it into the Reception team at your Surgery.

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|  |

**Name:**  **Email Address: **

**Telephone:**  **Postcode**: 

**Surgery usually attended**

|  |  |  |
| --- | --- | --- |
| [ ]  Hatfield Heath | [ ]  Hatfield Broad Oak |  |

**Our Patient Participation Group works with the Practice to help staff improve the quality of healthcare and respond to patient needs.**

[ ]   **I confirm I have read the PPG Charter on Page 2 of this form overleaf.**

**General Data Protection Regulation (GDPR) as applicable from 25th May 2018**

I agree to allow my personal information to be stored by The Cranborne Practice Patient Participation Group (PPG) so that I may receive information about the PPG and the Practice. I understand that The Cranborne Practice PPG is committed to protecting my privacy and will use my information lawfully in accordance with the Data Protection legislation for the purpose set out in this form.

My information will be held securely. My information will not be shared with other organisations without my consent. It will only be accessed by The Cranborne Practice PPG Chairperson and authorised persons involved in the projects I have specifically asked to be involved in.

[ ]  **Please tick to provide your consent to store your information as outlined above and give The Cranborne Practice PPG permission to contact you and provide you with information about the PPG and the Practice.**

When completed, please email this form to **ppg.edensurgery@nhs.net** or hand it into the Reception at your Surgery.

Thank you

**This form is also available on The Eden Surgery website at** [**www.edensurgeries.co.uk**](http://www.edensurgeries.co.uk)

**Please note that we will not respond to any medical information or questions received through the PPG.**

**By using this form, you will be sending information about yourself across the Internet. Whilst every effort is made to keep this information secure, you should be aware that we cannot offer any guarantees of absolute privacy. If this matter concerns you, then you should use another method to notify us of your details.**

**What is a PPG?**

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A Patient Participation Group (PPG) is a patient led group of volunteers who meet regularly. It is a forum to work together with their GP practice to help plan and improve services, offering a patients or carers views on the health services available to them.

**What a PPG is not!**

The PPG is not a forum to deal with personal medical issues and complaints, any individual concerns should be taken to the Practice Manager. Personal medical issues should be discussed with the Doctor or Nurse who is treating that patient, and not discussed at meetings. PPG members should not provide any medical advice to other patients. Ground rules, and codes of contact should clearly state how these issues can be handled during meetings.

##### **The purpose of a PPG is to:**

* **Give patients and practice staff the opportunity to meet and discuss topics of shared interest, acting as a ‘critical friend’**
* **Support patients to get involved, and to make suggestions about the services they receive**
* **Constructively consider issues and to monitor themes that emerge from patient feedback. This could be from comments, complaints, surveys, online forums and the Friends and Family Test feedback.**
* **Contribute to action plans and support improvements**
* **Support health awareness, patient education, activities, and campaigns, such as healthy eating or flu vaccination events**
* **Help the practice reach out to less heard parts of the practice population**
* **As each PPG develops, they will decide together what they want to do, and each will of course be different.**
* **PPGs can be incredibly helpful in developing, designing and carrying out patient surveys; supporting events; and checking that patient information is understandable, both in leaflets and on the website.**

##### **Who can join a PPG ?**

**A PPG is open to every patient registered with the practice; this is the only membership requirement.**

**PPG Ground Rules**

* The PPG meeting is not a forum for individual complaints and personal issues
* Silence indicates agreement – speak up if you would like your suggestions to be a part of the discussion
* Open and honest communication applies to all
* All views are valid and will be listened to
* Be flexible, listen, ask for help and support each other
* No phones or other disruptions
* Respect the practice and patient confidentiality at all times
* Discrimination on any grounds will not be tolerated
* Demonstrate a commitment to delivering results as a group
* Start and finish meetings on time and stick to the agenda.

**Roles and Responsibilities of a PPG**:

* The PPG might in the first instance, consist of between 3 and 10 patients
* There will also be representation from the practice either via the Practice Manager or a delegated member of admin staff who is always in attendance
* GPs should also attend the meetings, either for a regular slot on the agenda, or as and when requested by PPG members
* The PPG should meet at least 4 times a year
* PPG members should elect a Patient Chair after the first or second meeting. Having a patient who chairs the PPG meetings empowers the group to share their views and encourages co-production between the patients and the practice.

**Patient Chair:**

* Manages meetings and is the main link between the patient group and the practice staff
* The Patient Chair should: Set the agenda of the meeting with practice staff
* Ensure all PPG members have equal opportunity to contribute to the meeting
* Ensure all agenda items are discussed in a timely manner
* Ensure actions are recorded and steps are taken to implement them
* The PPG should also have a secretary (this might be a patient or a member of practice staff) to take the notes of the meeting, as this will help structure the PPG meetings and its activities. This role could rotate amongst the PPG members

**Secretary**

* Is responsible for supporting the chair and ensuring the group runs smoothly
* The Secretary should: Take notes at the meeting and circulate them
* They should include all action points agreed at the meeting
* The notes should be shared using the agreed method of communication for PPG Members, e.g., over email or via post.

“Patient participation can benefit both patients and practices.”

“Having a PPG creates a connection between the practice and its patients; allowing open, constructive discussion and analysis of service provision, and offering an alternative perspective on many of the topics relevant to general practice.”

**British Medical Association (BMA) website**

**We meet every 2-3 months for an hour to discuss. If you would like to come along to the meeting, or if you have any questions, please email the surgery PPG email ppg.edensurgery@nhs.net**