

I would like to become a member of the Broomleys Surgery PPG.

Please tick the box to confirm that you have read and understood the information

overleaf

Title: Mr Mrs Miss Ms Other.....

Name

Address

.....
.....

Postcode

Date of Birth.....

Mobile

E-mail.....

Signature.....

Date.....

Please hand this form in at reception
or return it by post to the address
overleaf



Future Plans

We hope to broaden our PPG over the coming months and recruit additional patients to the group. It is expected that the PPG will become more visible and assist the practice with new initiatives and ideas.

Please feel free to share any comments or suggestions you may have with us. These can be forwarded to the Pauline Beall and will then be discussed with the PPG where appropriate.

We shall endeavour to answer or put into practice your suggestions. If this is not possible, we shall respond to you and

provide a reason. We look forward to hearing your suggestions in the near future.

Created on: 28.03.2017

Broomleys Surgery
Broomleys Road
Coalville
LE67 4DE



Patient Participation Group (PPG)

Opening Hours

Monday—Friday 8:00am—18:30pm

Between 12:45pm—13:30pm

Monday-Friday we are closed for lunch

Website: www.broomleysurgery.co.uk

BroomleysSurgery.Patients@nhs.net

NHS Choices Website: www.nhs.uk

NHS

NHS

Tel: 01530 832095

Fax: 01530 832616

What is the role of the PPG?

At it's simplest, the Patient Participation Group (PPG) refers to patients who wish to take a more active interest in developing their local healthcare services.

The practice feels it will be extremely beneficial to have patient involvement and that the groups constructive and challenging view to help the surgery to better understand the patient's perspective, allowing us the opportunity to be more pro-active in our service delivery.

What can the PPG do?

- * Help us to communicate with patients about recent changes to the NHS and how it may effect services provided
- * Considering service suggestions which could benefit groups of patients or individuals, providing a patient perspective
- * Help the practice to decide on overall service priorities
- * To help improve the experience of patients attending the surgery
- * Improving communication between patients and the surgery
- *

What the PPG is not about?

The meeting is not a forum for individual agendas or personal grievances'. Complaints must be made directly to the practice to comply with the standardised NHS complaints procedure and be handled under a strict code of confidentiality.

If you have any concerns please wither speak to one of the practice team or pick up the practice information leaflet on complaints.



How does the PPG work?

The beauty of PPGs is that there is no set way in which they work - the aims and work of each group entirely depends on local needs - but they are have the aim of making sure that their practice puts the patient, and improving health, at the heart of everything it does.

Patient participation is a unique partnership between patients, GPs and their practice which is essential to and results in high quality and responsive care.

Data Protection

The information you provide overleaf will be used by Broomleys Surgery to contact you about our health care services, activities and to inform you of the ways in which you can become involved. Also, we shall inform you of any events being run in the future.

Your details will only be used for this purpose and will not be shared with anyone else.

The information you supply will be held securely and in accordance with the Data Protection Act 1998. You can opt out of the PPG at any time by informing the Practice Manager and your details will be removed.

N.A.P.P

(National Association for Patient Participation)

N.A.P.P. is an influential UK wide champion of the patient voice in health issues, policy development and academic research working closely with leading politicians, policy makers, health professionals and academics the voluntary sector and public at large.

Regularly contributing to the highest level of debate at the House of Commons All Party Parliamentary Group and national policy forums, N.A.P.P. ensures the voice of patients in the community informs decision making at political, system wide and practice levels.

N.A.P.P. is collaborating with a wide range of national partners to:

- promote and support effective meaningful patient participation as a core principle in all aspects of health care
- ensure provision of the most appropriate and effective support to practices, PPGs and patients
- raise the profile of PPGs and their potential in empowering patients and

to ensure patient participation continuously drives quality improvement

How will I get feedback?

Minutes will be taken throughout the meeting so that once the meeting has concluded, a member of staff can reflect on what was discussed.

Once the information has been reviewed and discussed with the rest of the team information will be made available for you to see how your input has been addressed.

Information can be found:

- * In the main reception area at the surgery
- * On Broomleys Surgery website
- * If you provide us with an email address and/or mobile telephone number—we will add you to our contact list and a member of the team will be in touch either via email or SMS message.

