

**The Northolme Practice**



# **Patient Participation Group Information Leaflet**



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## **What is the Patient Participation Group (PPG)?**

The Patient Participation Group (PPG) is a group of volunteer patients and practice staff who work towards improving and developing the patient experience and services for the Northolme Practice. The group is made up of patients of all ages (aged over 18) who have volunteered their time to help improve our Practice standards.

The group is there to voice the views, needs and requirements of our patients, and to help influence positive change in the services provided by the Northolme Practice.

We meet twice per year, usually face to face, but you can attend virtually if preferred, and we discuss ways in which we can help improve the practice and discuss any issues that we regularly encounter.

## **Aims of the Patient Participation Group**

The PPG work together to:

- Act as an advisory group providing perspectives and concerns from patients that can influence how services operate at the Practice
- Seek patients' views and communicate general areas of patient concern to the Practice, with a view to influencing change
- Act as a consultative group for significant changes at the Practice
- Encourage and support the Practice in involving patients in their own care
- Explore ideas and suggestions on how to improve patients' experiences in the Practice
- Periodically review patient survey results from Friends and Family Test and suggest changes as appropriate
- Represent a voice for the patient in the practice
- To improve communication between the practice and its patients
- To encourage a positive relationship between the patients and all of the surgery staff
- Support health awareness and patient education

## Join our Patient Participation Group

**The Northolme Practice is looking for volunteers to join our Patient Participation Group.**

The GP Partners are keen to involve patients in the development of patient services and care at Northolme. The practice believes that the Patient Participation Group is invaluable in acting as a main interface between patients and the practice.

If you would like to join our Patient Participation Group (PPG), then please fill out the slip below and hand it to a receptionist.

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### Patient Participation Group

### Sign-up form

**Name:**

**Address:**

**Telephone / Mobile:**

**Email address:**

**How would you like the Practice to contact you? Please tick**

Email

Text message

Telephone

Letter

**Do you have any issues we need to consider when communicating with you? Yes / no (if yes please state):**

**Do you have any access needs, hearing loop, or interpreter, please provide details in order that we can accommodate your requirements?**