

## **INVITATION FOR NEW MEMBERS TO JOIN THE PATIENT PARTICIPATION GROUP (PPG)**

Dear Patient

Every two to three months about 15 patients meet with Practice staff to discuss how the Practice can improve the service it provides to patients. At a recent meeting we discussed the changes introduced following the emergence of COVID-19, the changes that could follow post COVID-19, and the impact this would have on patients. These are significant matters, and because of this, and to ensure that the Practice continues to provide the best service possible to its patients, it would be very useful to have more patients in our group, whom we could consult either online (the virtual group) or at meetings (currently being held via zoom).

At the moment the age range of those who attend meetings has a bias towards those over 55 years. We would particularly like to have more middle aged and younger patients join our group so that the patient feedback/voice could better cover the age range of our patients in the practice area; although any patient can express an interest to join. The benefits are great. Not only would you learn more about how the local health service operates, but you would have a say in ensuring that it is meeting your needs, particularly at this time of change. I am enclosing a summary of the aim of the patient group, and some of the key activities that it has been involved in recently.

Please let Tracey Scorer, our PPG Co-ordinator, know if you would like to join our meetings or join our online (virtual) group. The latter group is for those patients who can't attend meetings, but who would still like to be consulted and informed about the patient group's activities. Our health and lifestyle is very important to all of us. The younger patients may even be tempted to join the health service as a career, and the rest of us will be much more aware of where to go for the help we need to live healthy lives.

With best wishes,

(JOHN HEWITT) - CHAIR OF PRESTON ROAD PPG

## **PATIENT PARTICIPATION GROUP**

Core Group of about 15 patients, plus a GP, Sandra Maddison, Leanne Birch, and Tracey Scorer, from the Practice, who meet about every 2-3 months.

A virtual (online) Group across the Practice of 130 members.

**Aim:** To work closely with the surgery team, to represent the views of patients, to develop the workings of the surgery, and improve the health of the community.

An example of key activities, and discussions held between the Practice and the PPG.

- Health Event held in 2018 to help improve patient health and lifestyles.
- Space for free text/comments to be added to the e-consult form, if possible.
- Free training given to encourage more patients to be computer literate, to be able to access GP services online.
- A comments/suggestions box has been provided in the waiting room of the surgery.
- An information leaflet designed to help patients make the most of their appointments.
- Helped with the design of the Patient Information TV screen
- PPG help at flu clinic