

## Patient Participation Group (PPG) Information

### Where do we meet?

We meet at our GP practice four times a year to discuss issues that concerns our Practice patients.

### Who attends the meeting?

Our Patient Participation Group meetings are attended by the Practice patients, carers of registered patients and a few GP Practice staff, usually a GP, the Practice Manager or a member of the Patients Services team.

### What happens at the meeting?

A Patient Chair manages the meeting supported by a Secretary who takes minutes. We discuss agenda items such as patients' feedback, suggestions and comments, agree the action plan for services improvements and monitor the agreed implementations.

The meeting lasts about 1 ½ hours.

### What do we do?

- We gather patients' feedback;
- We review patients' surveys;
- We explore ideas and suggestions on how to improve patients' experiences in our GP Practice;
- We discuss with GP Practice staff and agree on an action plan for service improvements;
- We monitor the implementation of the service improvement action plan;
- We run small projects that benefit all Practice patients such as health promotion, patients' education, improvement to Practice environment

### What we DON'T do?

A PPG meeting is not a forum to raise individual complaints and is not a forum to seek medical advice.

### How to join our Practice PPG?

If you are interested in joining our Patient Participation Group meetings, please fill in the form and return to reception. Alternatively, go to our GP Practice website to join the Patient Participation Group on line: [www.swisscottagesurgery.nhs.uk/patient-participation-group](http://www.swisscottagesurgery.nhs.uk/patient-participation-group)

### Confidentiality

Your details will not be shared with anyone beyond this GP Practice. We will contact you from time to time to let you know the dates of the PPG meeting and to invite you to participate in our online forums and survey.