

Castle Mead Medical Centre and Pine Close Surgery



Our Patient Participation Group (PPG) brings together interested patients, medical professionals, senior management, and members of Practice staff to:

- advise on Practice issues;
- work together on health and wellbeing projects;
- support the Practice in achieving high quality care.

Membership

We try to ensure our PPG reflect the make-up of the local community with members of different genders, ethnicities, ages, abilities, experience and interests. We are always keen to recruit new members, particularly those from under-represented groups: young people (over 16); and those from ethnic minority groups. Membership is open to all registered patients and their carers. Membership currently sits around 10 volunteer members with Dr Julia Patterson and our Practice Manager, Nick Cameron also centrally involved from the practice.

Meetings

We meet a minimum 6 times a year (although we aspire to meet monthly) on a Monday evening at 6.00pm; meetings last for around 60 to 90 minutes.

Meeting dates can be found on our website and on the PPG notice board in the main waiting room at both sites.

The Role of our PPG

1. Communicate

Ensuring that patients and the Practice team communicate with each other is our key objective. We act as a 'sounding board' for Practice staff over issues which affect patients; and constructively challenge the Practice as a 'critical friend', whilst helping patients to understand the Practice viewpoint.

2. Advise

On behalf of all patients, we express opinions over the provision and delivery of services. We also advise and support the Practice over particular developments.

3. Ensure Inclusivity

We ensure that the needs and interests of ALL sectors of our patient community are taken into consideration (e.g. effect of electronic prescribing; availability of on-line appointments, etc.). Where issues arise we let the Practice know and suggest possible solutions.

4. Inform

Our PPG website, Newsletter, Notice Boards, and text messaging provide information.

5. Promote Patient Feedback

We attempt to identify the experiences and concerns of patients (through surveys/open events) passing these on to the Practice.

6. Assist with Health Promotion

Activities which encourage healthy lifestyle choices are both supported and initiated by the PPG.

How to get involved

We welcome your involvement at any level. We have several projects that you could help with through our main PPG and/or the Virtual PPG:

- **Suggestions and opinions:** community feedback is valued by our Practice and is key to ensuring constant improvement.
- **Flu Clinics:** our volunteers encourage vaccination; they marshal patients at all flu clinics, helping to streamline the flow.
- **Website:** continued development of our PPG website.
- **Newsletter:** contributions are always welcome.

Virtual Patient Participation Group

We understand that some patients who may wish to contribute just don't have time to attend our meetings. To promote inclusion we are looking to form a **Virtual PPG** through which patients may provide feedback, raise key issues, make suggestions, and volunteer to help with projects.

Your Rewards

- Valued contribution to and involvement in our local community;
- Participation in shared decision making;
- Opportunity to use and improve inter-personal and other skills;
- Through our projects, encouraging fellow patients towards healthy life choices;
- Useful experience for those aiming for a career in health, social care, public services, journalism, etc.

For more Information:

Please ask contact the surgery via castlemead.medicalcentre@nhs.net If you are interested you will be contacted by our PPG chair, Mrs Karen Lucas, to answer your questions and to discover how you can become involved. You are also welcome to come along to one of our meetings without any obligation to join in order to find out more.

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Patient Participation Group

Sign-Up Form

If you would like more information and if you are happy for us to contact you periodically by email please leave your details below and hand this form in at reception.

Name: _____

Address: _____

Telephone Number - Home: _____ Mobile: _____

Email Address: _____

The information below will help to make sure that we receive feedback from a representative sample of the patients registered at this practice.

Your Gender: Male Female Unspecified

Your Age: 17 - 30

31 - 59

Over 60

Please state your ethnic background with which you most closely identify:

I am interested in becoming a member of the PPG

I am interested in joining the PPG Mailing List and receiving newsletters and updates

I am interested in being involved in fundraising initiatives and community events

Thank you

Please note that we will not respond to any medical information or questions received through this survey.

Castle Mead Medical centre and Pine Close Surgery PPG takes its Data Protection obligations seriously. Personal details of members are stored securely and are only accessible to authorised members; they may be disclosed to other people for the purposes of PPG business only and will not be given to others for any other purpose. As a matter of courtesy, we will always endeavour to request your explicit permission before giving your details to anyone. If, in future, you require your details to be deleted from our database please advise the PPG Chair or Secretary and this will be actioned with immediate effect. By signing this Data Protection Acceptance Form, you are giving your consent to the use of your personal data for specific purposes; this fulfils the requirements of the General Data Protection Regulations (GDPR) 2018