Our Patient Participation Group is designed to:

* Develop a partnership with patients.
* Discover what a range of patients think about services and to establish their priorities.
* Provide a platform to test and modify ideas and plans.

**Our PPG**

**What is a PPG?**

Each PPG is unique: evolving to meet local needs. PPG works with the practice to:

* Offer patient perspective on services provided by the practice.
* Contribute to the continuous improvement of services.
* Foster improved communication between the practice and its patients.
* Help patients to take more responsibility for their health – Encourage self-care.
* Provide practical support and help to implement change.

**A PPG is not:**

* A forum for complaints
* A doctor’s fan club
* A time-consuming activity for practice staff – is this necessary?

**PPG’s work by:**

* Building a relationship between the practice and its patients.
* Building a relationship between different patients.
* Breaking down the barriers between the practice and patients and between patients.
* Sharing information.

**A PPG should be:**

* Self-organised and patient-led.
* Confident in its ability to challenge the practice.
* Able to have an open dialogue with the practice.

**Advantages for the patients:**

* Patients learn how to become more responsible for their own health -patients become more informed and confident in self-care.
* Patients will have a better understanding of the practice and its staff.
* Patients will be consulted on arrangements in primary health care before decisions are made.
* Patients will have a forum to suggest positive ideas for change and voice concerns.

**Advantages for the practice:**

* The practice will be able to plan services jointly with patients.
* Get closer to the community for whom they care.
* Help patients with non-medical and social care issues.
* Get help from patients to meet targets and objectives.
* Have a forum to voice ideas and concerns.

**How do I join?**

If you are interested in helping us to improve, simply ask receptionists for more details and we will email you PPG Chair’s contact Details. The PPG Chair for Randolph Surgery is Elizabeth Woolfe.

**Frequently Asked Questions**

**Q: Why are you asking people for their contact details  
A:** We want to talk to people about the surgery and how well we are doing to identify areas for improvement.

**Q: Will my doctor see this information?  
A:** No. It is purely to contact patients to ask them questions about the surgery and how well we are doing. Your doctor will only see the overall results.

**Q: Will the questions you ask me be medical or personal?  
A:** General questions about the practice, how we are providing services and what we can do to improve them.

**Q: Who else will be able to access my contact details?  
A:** No one beyond the practice.

**Q: How often will you contact me?  
A:** Not very often, 1-2 times a year

**Q: What is a patient participation group?  
A:** It is a group of volunteer patients who are involved in shaping the services to patients.

**Q: Do I have to take part in the group?  
A:** No, but if you change your mind, please let us know.

**Q: What if I no longer wish to be on the contact list or I leave the surgery?  
A:** We will ask you to let us know if you do not wish to receive further messages.

**Q: Who do I contact if I have further questions?  
A:** Practice Manager