

PATIENT PARTICIPATION GROUP

Diane Dawson
Practice Manager

WHAT IS A PATIENT GROUP?

"A selection of patients and practice staff who meet at regular intervals to decide ways of making a positive contribution to the service and facilities offered by the practice to the patients"

PURPOSE OF THE GROUP

- Opportunity for discussion
- Suggestions about the Practice and healthcare
- To encourage health education activities
- Representative group

MAIN AREAS OF WORK

- Providing feedback from patients
- Health Promotion
- Voluntary activities
- Fundraising
- Information
- Representation

POSITIVE OUTCOMES

- Improving services provided by the surgery
- Offering support to other patients
- Improving facilities at the surgery
- Providing social activities for patients
- Providing information
- Arranging special health events

NEXT STEPS

Planning agenda items and group objectives

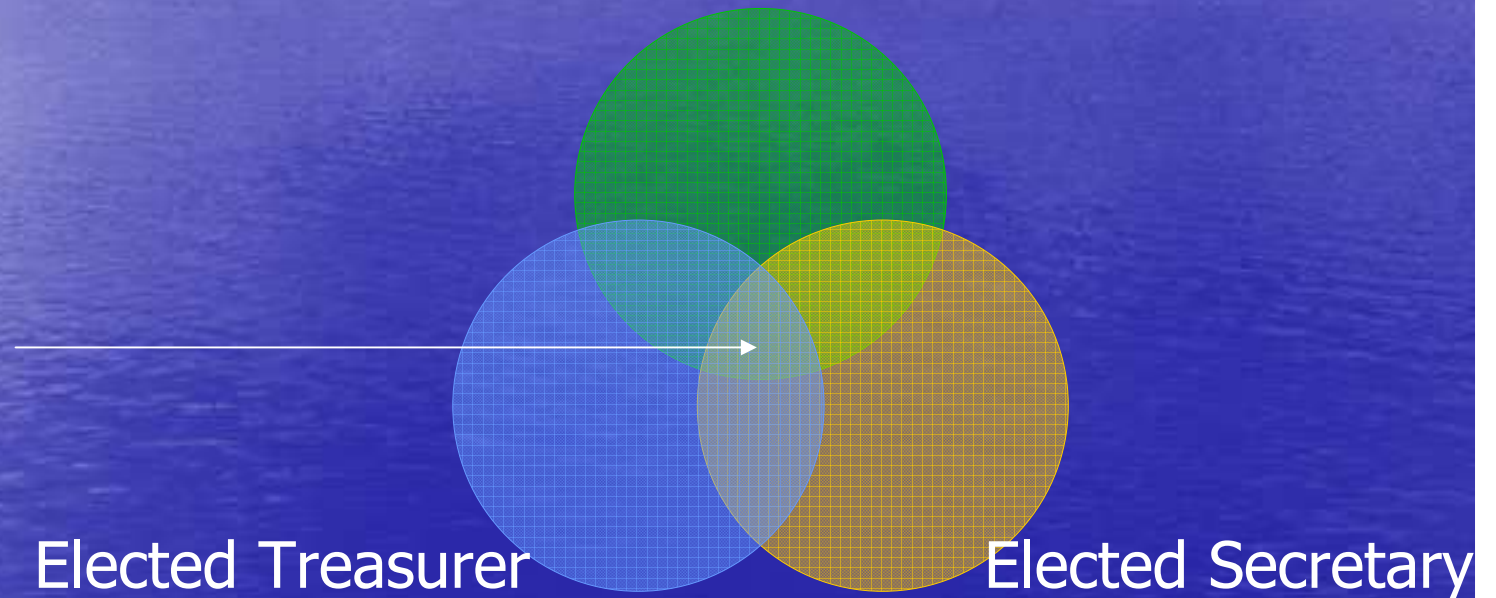
- Feedback from surveys, suggestion box, practice staff and patients
- Up-to-date information about the practice
- Group objectives – realistic and achievable

THE COMMITTEE

Elected Chairperson

Practice
Manager

Surgery
Team



SHARING THE WORK AND COMMUNICATION

- Establishing roles and responsibilities
- Support with training
- Use a rota system for minutes
- Communication channels & feedback

GROUND RULES

- Group should not be seen as a complaint gathering
- Patient Confidentiality
- Everyone's view is as valid as another
- Decision at the start on how and when the group should meet.



Chew Magna Patient Group

It's over to you!