

*“Patients have more to offer
than their illnesses”*

Royal Crescent Surgery PPG



What's a PPG

PPG stands for Patient Participation Group. Since 2015 every surgery in England should have a PPG that's representative of their demographics

Who's in the PPG

Volunteer patients & carers, just like you

What's the purpose of the PPG

To help improve the surgery and services offered to its patients & carers

It ensures your views are heard and acted on, where possible, including:

- being a 'critical friend' to the surgery
- patients & carers surveys
- helping with health events
- communication with patients & carers

It's not a platform for personal or medical issues

What's in it for me

- *Active* involvement adds value to a CV
- *Active* membership means a better understanding and knowledge of the surgery, its staff, and Primary Care
- Influencing surgery decisions about services

What's the PPG doing

- We don't fundraise. This role suits a 'Friends of the Surgery' group. If you'd like to help please contact Reception
- We meet regularly with the surgery's Doctors and Practice Managers
- **Appointments:** We identified ways to improve cancelling appointments eg via text or 01242 579911
- Monthly overview of appointments are displayed in the surgery including DNAs (Did Not Attend). *GPs can't charge for DNAs - suggestions welcomed*
- **Patient feedback via text requested** This service is enormously popular
- **An email group was set up** for people who want to be involved but are unable to or who don't wish to attend meetings
- **PPG News Digest issued**
- **Assisting at the annual 'flu clinic**
- **Facebook & Twitter** we encouraged the surgery to set up accounts
- **Late running appointments leaflet** was issued following feedback by patients
- Attends the surgery's CQC inspection, & the Gloucestershire Clinical Commissioning Group PPG network
- Liaises with other PPGs and [N.A.P.P.](#)

How does the PPG hear from patients

- Mainly via the FFT form (Friends & Family Test) where positive ideas or concerns can be anonymously expressed. Feedback should be ongoing, not a one-off process. Forms are available [online](#), in the surgery, and via text
- Feedback is a valuable resource taken seriously by the surgery and regularly reviewed with the PPG

What about complaints

- [Complaints](#) must be taken up directly with the surgery, not the PPG

Make the most of your PPG

Active patient participation is essential to the running of any modern GP surgery and every contribution is valued

Without volunteers the PPG can't claim to be representative of the patient population. For better PPG representation at the surgery, especially by carers, young people, and other groups, please get involved & contact

royalcresPPG@gmail.com