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| **I would like to become a member of The Heron Medical Practice PPG**  Name:……………………………….….  Address………………………………..  …………………………………………  ……………… Postcode……………..  Tel Number ………………….............  Email address ………………………  …………………………………………  Age ……………………………………  Gender………………………………..  Ethnicity……………………………….  How often to you visit the Practice?  ..........................................................  Please tick as appropriate   * I would like to join the PPG * I would like to join the virtual PPG   You can use this fresh, professional brochure just as it is or easily customize it.  On the next page, we’ve added a few tips (like this one) to help you get started. | The Heron Medical Practice    **Tips**  If you have any questions about the PPG contact the Practice or the Chair of the PPG  At the meetings bring up the issues that concern you, your family and your community with regards to the GP Practice services  You can email the Practice with any issues you would like to add to the agenda of the next meeting beforehand  Bring positive energy and ideas, share your enthusiasm and skills  Share your PPG experience amongst your community and get more people involved. | The Heron Medical Practice  Patient Participation Group  (PPG)    From April 2015, the Medical Services Contract requires every GP Practice to have a Patient Participation Group.    Your text here |

| **What is a Patient Participation Group?** A Patient Participation Group is made up of volunteers who work with the practice to represent patients, offering views on the services and facilities that are provided. All patients aged 16 years and over are welcome to join. The aim of this group is to influence the way services are delivered by the Practice. What is a Virtual PPG? A Virtual PPG is an email group for those patients who would like to contribute to improving practice services but are unable to attend face-to-face meetings at the Practice.  The GP Practice contact Virtual PPG members by email to gather their views via surveys or online forms. | W  **What do PPGs not do?**  A PPG meeting is not a forum to raise individual complaints  A PPG meeting is not a forum to seek medical advice.  **What do PPGs do?**   * Review patient’ surveys. * Listen to patient’s stories and views. * Explore ideas and suggestions on how to improve patients’ experiences in the GP Practice * Discuss with Practice staff and agree on an action plan for service improvements. * Run small projects around patients’ education, health promotion and improvements to GP Practice environment. | **How can you get involved?**  You will need to fill in a simple form providing your contact details and a member of staff at the Practice will be in contact. Your personal information will not be shared with anyone beyond the GP Practice.  **What happens at a PPG meeting?**  A PPG meeting is attended by a Practice GP, Operations Manager, Reception Supervisor and practice patients and carers, as well as any other practice members required based on the agenda. Usually it is attended by 6 – 10 people and is held quarterly.  The meeting is managed by the PPG Chair and usually last between 1 – 2 hours.  A typical agenda will look similar to this:   1. Welcome and introductions 2. Updates from GP practice staff 3. Patients’ feedback, suggestions and comments 4. Small project ideas and updates 5. Agreed action plan 6. Date of next meeting   You might want to mention a few of your most impressive clients here:   * Big, important company * Really well-known company * Very impressive company  Contact Us The Heron Medical Practice  Street Address City, ST ZIP Code  Telephone  Email  Website |
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