



Barbourne Health Centre

A Patient Participation Group has been established by our practice to:

- Facilitate good relations between the practice and patients by communicating patient experience, interest, and concerns.
- Provide constructive feedback to the practice on current procedures and any proposed new developments.
- Work collaboratively and positively with the practice to improve services and facilities for patients.
- Act as a representative group to support the practice and influence local provision of health and social care.

Ground Rules for the Group:

- The meetings are not a forum for personal medical issues or complaints. The practice complaints procedure can be found on the practice website.
- Open and honest communication.
- Be flexible, listen, ask for help and support each other.
- Demonstrate a commitment to delivering results, as a group.
- All views are valid and will be listed to.

Who is the PPG?

The PPG is open to all registered patients and to anyone who is a carer of a registered patient. No training is required to become a member, just a genuine interest in taking positive action to help Barbourne Health Centre by giving your constructive opinion and some time. Ideally we would like the membership of the PPG to reflect the diversity of our registered patients. We would particularly welcome interest from people in the following groups which are not currently represented:

- younger adults
- parents of children under the age of 18
- patients with disabilities or managing long term conditions.
- those with caring responsibilities
- patients from minority ethnic groups



Meetings

The core members of the group meet with representatives of the practice approximately every 3 months. These meetings are held here at the surgery and will last about an hour. Those that don't want to attend face to face meetings can join via virtual methods. Subgroup meetings may be arranged to work on particular issues, and these are held when necessary at times mutually agreed between the members.

Other ways you can be involved.

Even if you feel unable to commit to attending regular meetings, we still welcome your help in any of the following ways:

- Waiting room observations and suggesting improvements.
- Reviewing patient feedback from surveys with the practice.
- Working with the practice on ideas from suggestions given in.
- Devising a directory of local health and care services that patients may not be aware of.
- Working with the practice on how patients can prepare for their appointments.

Some of the PPG Plans for the future.

- Become more visible and known to the patients as their 'voice' via newsletter, noticeboards and suggestions for social media and website.
- Ensure Barbourne Health Centre meets the local needs as best it can with resources available.
- Increase response rates to patient surveys thereby having wider viewpoints.
- Encourage people to take control of their own health including promotion of health awareness events.
- Help raise awareness to reduce wastage of prescribed medicines.
- Help raise awareness of all clinical roles available to patients

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