

# St Mary Street Surgery's Patient Participation Group



**Come and Join Us !**

## Who are we?

The Patient Participation Group (PPG) are a group of registered patients that work voluntarily in partnership with the practice to share ideas to help patients to take more responsibility for their own health and help improve the services offered at the Practice

## How is this done?

- By providing feedback from patients on such things as appointment systems, consultation and waiting times
- By helping to obtain patient views via surveys and questionnaires
- By helping the practice to improve current services
- By offering practical help e.g. acting as a marshal during flu clinics or help maintain the garden
- By arranging health education awareness days within the Practice

## Who we are not!

We are not a forum to seek individual medical advice or raise personal complaints

## When do we meet?

We aim to meet every 3 months and details of all meetings will be forwarded to members in advance.

The meetings should last around 1.5 hours and will also be attended by a representative from the Practice

## We are keen the PPG is representative of St Mary's population.

We would like to hear from **EVERYONE**, whether you are a parent with young children; a carer; a patient with a disability or from an ethnic minority. The PPG is there to make sure that every patient's voice is listened to.

## Getting Involved

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. The most important thing is that you are keen and focused on taking positive action to help the practice in improving the services and facilities it provides. Your experiences and opinions matter and your voice will be heard. You will also gain a better understanding of the NHS and how it works.

If you would be interested in getting involved, please email the surgery: [bnssg.stmarystreetsurgery@nhs.net](mailto:bnssg.stmarystreetsurgery@nhs.net). We will then contact you with further details.

