

Waterfront Practice Patient Participation Group (PPG)

A Patient Participation Group (PPG) is a group of patients, carers and GP practice staff who meet to discuss practice issues and patient experience to help improve the service provided by the practice.

Since April 2015, it has been a contractual requirement of NHS England for all GP practices to have a PPG and to make reasonable efforts for this to be representative of the practice population.

The Waterfront PPG in its present form was created in 2016 and has held regular monthly meetings ever since, including virtual meetings during the COVID Pandemic. The minutes for meetings are publicly available on the Waterfront Surgery website.

The Waterfront Surgery Patient Participation Group (PPG) is open to every patient over 16 years of age registered on the GP practice list. All communities, groups, genders, ages, ethnicities, and disabilities representing the patient list are encouraged to join through the PPG noticeboard in Reception, posters in the consulting rooms as well as the PPG newsletter.

Mission Statement

The aim of the Waterfront Surgery PPG is to promote and develop co-operation between the practice and patients to the benefit of both.

What does the Waterfront Practice PPG do?

Discusses constructive suggestions for improving the practice, and shares concerns that could affect the wider practice population.

Endeavours to represent all patients, regardless of age, gender and ethnicity.

Runs an annual independent patient survey to get feedback about the practice from the rest of the patient population which is published on-line at the end of each year.

Contributes feedback to the practice on the annual NHS GP National Patient Survey results and proposes changes to improve any areas of concern.

Reviews issues from patients' complaints and patient surveys, contributes to action plans and helps to monitor and assess improvements.

Invites health and voluntary professionals to PPG meetings for members to remain informed and updated about local opportunities for patients.

Publishes a PPG Newsletter available in the surgery and online to provide updates on staffing, services and health issues.

Encourages and supports health promotion and improving health literacy events organised by the practice.

Encourages patients to take greater responsibility for their own and their family's health.

Assists the practice in making sure its website and communications are 'Patient Friendly'.

What can the Waterfront Practice PPG NOT do?

PPG patient members cannot provide any medical advice to other patients, or deal with personal/medical issues or individual patient complaints during the meeting.

Individual patient concerns or complaints should always be communicated to the Practice Manager who will deal with them promptly following the practice's complaints procedure – available on request from the Practice Manager or Reception.

Confidentiality

All sensitive or confidential Practice information relating to the Practice received by any member of the Group will be treated in the strictest confidence and is not to be discussed outside the Group.

Funding

The Waterfront PPG funds are managed by an elected Treasurer who maintains accounts and updates members at each meeting.

Meetings

Meetings are held monthly and are chaired by the Practice Manager.

A standing agenda is operated, and all members are able to suggest revisions to standing items or items for inclusion under 'Any Other Business'.

A GP Partner normally attends at least two PPG meetings each year.

Minutes of the meeting are taken and draft minutes distributed to members one week before the following meeting along with any briefing papers or documents.

Information such as minutes of the PPG meetings, surveys and newsletters are available on the Waterfront Practice website.

Terms of Reference

The Waterfront PPG Terms of Reference will be reviewed on an annual basis.

How to join the Waterfront Practice PPG

Anyone who would like to join the Waterfront PPG or simply come to one of the meetings should **complete our online Patient Participation Group Registration form**.

Anyone who is unable to come to meetings but would still like to be involved can join the Waterfront PPG virtual group and keep in touch via e-mail.

The Waterfront PPG can be contacted at the following email address –

www.waterfrontsurgeryppg@outlook.com

Patients' ideas, views and experiences are important to the PPG and all those who work at the Waterfront Practice.

Date: Friday, 24 November 2023