

## Bradford on Avon & Melksham Patients' Participation Group



### Patient Participation Group

## INFORMATION LEAFLET

### This PPG covers the following surgeries:

The Health Centre, Winsley

St Margaret's, Bradford on Avon

The Health Centre, Bradford on Avon

In this leaflet, the term "the practice" covers the three surgeries listed on the front of this document.

### What is the Patients' Group Participation (PPG)?

It is a group made up of patients and practice staff who meet at regular intervals to explore ways of making a positive contribution to the services and facilities offered by the practice to the patients.



*The group is affiliated to the National Association for Patient Participation.*

The PPG welcomes new members, particularly representatives from the under 18 age group, parents with young children and patients with sensory or physical impairments.

The PPG currently consists of a Committee of about 9 members. The Committee act as your representatives ensuring the patient voice is heard to help the surgery work as well as it can for patients, doctors and practice staff.

### Purpose of the PPG

- To represent the interests of patients and to foster and maintain a beneficial relationship with the practice staff
- To give patients and practice staff a forum to discuss topics of mutual interest for the promotion of health
- To enable patients to make suggestions to help improve the services supplied by the practice, from the patient point of view
- To share good practice by networking with other PPGs and wider community
- To conduct patient surveys in conjunction with the practice
- To contribute to and advise on the content of the practice website and leaflets to make them user friendly

### When and where do we meet?

The group meets in the early evening at The Health Centre (Bradford on Avon) four times a year. These meetings are usually held during the months of March, June, September & December. Please check the website or with reception for the future dates.

Meetings are open to all patients; they are informal and the practice is normally represented by a GP and the Patient Services Manager.

If you can't make face-to-face meetings, are caring for someone and unable to leave them,

or are working, you can still be kept informed, give your views and participate by joining our PPG mailing list.

The PPG mailing list is managed by the Committee and you can receive regular updates from the practice, minutes of the PPG meetings and participate in surveys.

In addition, the PPG committee meet virtually every 6 weeks. Committee members are elected from volunteering patients at the September meeting (Annual General Meeting).

### How to join the PPG/Mailing List?

Joining the PPG/Mailing List can be done in three ways:

- 1) By asking reception for a registration form;
- 2) By completing a registration form on the practice website:
- 3) By requesting a registration form by emailing:

[ppgboam@gmail.com](mailto:ppgboam@gmail.com)

### Other sources of information about the PPG:

The PPG has its own webpage on the practice website:

The website shows information about the PPG activities, dates and topics of meetings, health information talks, minutes of meetings and much more...

If you do not have access to the website, please ask reception for more information.

If you would like to get in touch with the PPG direct, please send an e-mail to [ppgboam@gmail.com](mailto:ppgboam@gmail.com)

If you do not have access to a computer, please ask the Receptionist to arrange for the PPG Chair to give you a telephone call.

### Examples of recent PPG activities

- In October & November each year the PPG Committee members and patient volunteers assist the “flu vaccination” clinics, directing patients to their assigned locations.
- Talks on health topics are arranged for each quarterly meeting, e.g. diabetes, osteoporosis, dementia care.

- Raffles are held by the PPG occasionally to raise funds for equipment for the practice and for the group activities. The most recent items purchased have been blood pressure monitors.
- The Friends and Family Test (FFT) survey responses which have been completed by patients in the waiting room and online, are regularly collated by the PPG and reviewed (with practice staff) so that action can be taken based on this feedback.
- The noticeboards at The Health Centre (BOA) and other surgeries are regularly reviewed by the PPG and kept up to date.

### To summarise

*“The PPG make stronger the relationship between patients and their practices, which is critical to the provision of modern, high quality general practice”*

Source - The National Association for Patient Participation

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