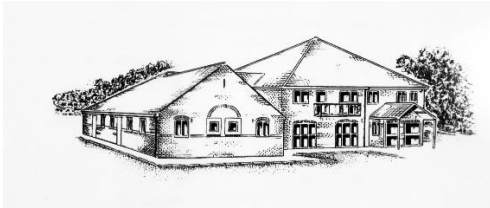


To find out more about the PPG
or to sign up to receive regular updates
email

falklandppg@gmail.com



Patients' Participation Group

Falkland Surgery

*An independent group of
patients working in
partnership with the surgery
for the benefit of its patients*

What – The Patients' Participation Group (PPG) is the voice of patients. It feeds our views *in* to the doctors and staff and back *out* to patients.

Why – The aim is to help the surgery improve, whether by providing feedback on services, making suggestions for changes, or raising money to pay for equipment.

You – if you want to be the first to know what is happening at our surgery, sign up to receive the newsletter and occasional email updates by emailing:

falklandppg@gmail.com

What are Patient Participation Groups (PPGs)?

- PPGs are groups representing patients to the surgery.
- It is a condition of the standard GP contract to have one.

What do PPGs do?

- Get feedback from patients about the services they receive
- Discuss the feedback with the GP practice so they can improve services
- Provide information back to the patients about changes
- Raise funds to buy equipment for the surgery and meet any PPG costs

Who are we?

- Anyone who is registered with, or works for, the practice is a member
- Any members can sign up to receive the newsletter and other occasional updates (just email falklandppg@gmail.com)
- There is a committee that manages the affairs of the PPG and liaises with the surgery
- There are up to 10 people on the committee, elected at each Annual General Meeting (usually held in October)

What feedback can I give?

- We welcome general comments on any aspect of the surgery. It could be about the appointments system, staff attitudes, the website or the overall service you have received
- Comments can be positive or negative, or just for information
- **We cannot deal with individual complaints. Please take these up directly with the practice.**

Will it make a difference?

- The PPG has no power over the GP practice. It cannot force any changes, only advise and encourage
- While we may be a 'critical friend', we try to be positive and look for solutions
- The practice has said it wants to hear from us and does ask for views, for instance of the appointment system

How can I find out more?

- You can email falklandppg@gmail.com and sign up to receive our newsletters
- Sign up slips are also available at the surgery
- Minutes of meetings and other information are available at www.falklandppg.org.uk
- You can leave a message in the PPG box in the surgery