

REDGATE & SOMERSET BRIDGE MEDICAL CENTRES



PATIENT PARTICIPATION GROUP

WHAT IS A PATIENT PARTICIPATION GROUP (PPG)



A PPG is an advisory group of patients whose members work voluntarily with the surgery, acting as 'critical friends' to help the practice to review and improve services for the patient population.

The practice values patient feedback and the group's constructive and challenging views help the surgery to better understand the patient perspective and be more responsive in its service delivery.

WHY HAVE A GROUP?



General practice is the most commonly used point of access in the NHS. 90% of those who use general practice services will be diagnosed and treated without being referred for further specialist treatment.

Current government policy therefore aims to improve both access to services locally and patient choice.

As healthcare is being brought closer to the patient, the practice is being required to 'deliver' more each year, for which they have no increase in the resources available to them. It is therefore important that these resources are used wisely and that the patient perspective is considered.

WHAT DOES A PATIENT GROUP DO?

We are extremely proud of the achievements of our Patient Participation Group which include:

- Helping us to develop some of the wonderful social prescribing activities we currently provide to our patients – namely the gardening group, singing and walking groups.
- Improving support to known Carers
- Organising health awareness events
- Developing patient surveys, analysing results and developing action plans.
- Improving communication between patients and the surgery.

WHAT WE CAN'T DO



We are not a forum for individual agendas or personal complaints. Complaints must be made directly to the practice to comply with the standardised NHS Complaints Procedure and be handled under a strict code of confidentiality.

If you have a complaint, please either speak to one of the practice team or pick up the practice information leaflet on complaints

PATIENT GROUP MEETINGS



The group meets approximately every 6 weeks on a Wednesday morning at 10.30 am. Dates of forthcoming meetings can be found on our waiting room information board or on our practice website on the Patient Group page.

www.redgatemedicalcentre.co.uk or
www.somersetbridgemc.co.uk

BEING A GROUP MEMBER

Whilst the group aims to be representative of the patient users of the practice services, the members are not considered delegates of the population and it is recognised that the views expressed are based on their own experiences.

VIRTUAL MEMBERSHIP



Any patient may volunteer to be a Virtual PPG Member and group. Members in this group will be contacted on-line and will receive a copy of our Patient Group Newsletter. Virtual members will be offered the opportunity to help with projects and will be kept informed of all meeting decisions via the Practice website

GETTING INVOLVED

If you are interested in becoming involved please do provide us with your contact details either at Reception or via our website www.redgatemedicalcentre.co.uk or www.somersetbridgemc.co.uk



Redgate Medical Centre, Westonzoyland Road, Bridgwater, TA6 5BF.

Tel: 01278 454560

**Somerset Bridge Medical Centre, Stockmoor Park Estate, Taunton Road,
Bridgwater, TA6 6LD.**

Tel: 01278 411520