

## More Information

To ensure the continued growth and benefit of the Patient Participation Group (PPG) it is vital to:

- Monitor progress against objectives
- Publicise successes
- Learn from other groups

More information on Patient Participation Groups can be found at [www.napp.org.uk](http://www.napp.org.uk)



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**Patient  
Participation  
Group**

October 2018

## Established

The Practice established an active Patient Participation Group in 2007.

The PPG welcomes new members. Anyone who is interested in joining should contact Ben Kent, Practice manager or leave an envelope marked for the attention of Rebecca Maund, Chair of the PPG, at the reception desk.

The group meet regularly to:

- Consider patients' issues, concerns and suggestions
- Foster good communication between the surgery, patients and the wider community.

## The Group

Upton Surgery PPG meet quarterly with meetings chaired by Rebecca Maund.

The minutes of these meetings are published on the surgery website within the PPG section.

[www.uptondoctors.co.uk](http://www.uptondoctors.co.uk)

Any patient with a personal interest in the surgery can apply to join the PPG. It is not necessary for PPG members to be associated with a health group

## Communication

There is a suggestion box in the surgery, and a "contact us" facility on the website. Letters may be left at reception, addressed to the Chair of the PPG.

The Envisage Plasma Screens in the waiting room will be used to keep patients updated on PPG information.

Updates to all patients are reported via the surgery website and the bimonthly patient newsletters.

Patients can sign up to the Virtual Group via the website .