

## 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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June 2016

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**Patient  
Participation  
Group**

## Established

The Practice established an active Patient Participation Group in 2007.

The PPG welcomes new members and anyone who is interested in joining should contact Philippa White, Practice Director or leave an envelope marked for the attention of Chris Milne Chair of the PPG at the reception desk.

The group meet regularly to consider patients' issues, concerns and suggestions for improvement. To foster good communication between the surgery, patients and the wider community.

## The Group

Upton Surgery patient participation group meet quarterly with meetings chaired by Chris Milne.

The minutes of these meetings are published and can be found along with an annual report on the surgery website within the Patient Participation Group section

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

Currently we have a minimum of 8 members who all have an interest in the running of the surgery .

Any patient can join the group with a personal interest in the surgery and not necessarily associated with a health group.

## Communication

There is a suggestion box in the surgery, a "contact us" facility on the website and letters addressed to the chair of the group are directed to the chair if requested to obtain feedback on the practice's services and plans.

The envisage plasma screen call system is used for communication from the PPG to all other patients attending the surgery.

We regularly update the wider patient population and report via the Surgery website as well as the Patient Newsletter that is published bimonthly.

Patients continue to sign up to the Virtual Group via the website and we now have 107 members representing 1% of the practice population.