



PRACTICE PATIENT PARTICIPATION GROUP

As part of the drive to ensure patients are able to influence the development of local health services, Newburn Surgery has established a Patient Participation Group. There are 2 components to this:

- A **core group** who are prepared to meet 3 times a year with Practice staff to discuss surgery issues and the development of our services. This group currently has 7 volunteer members and met for the first time on 5 December 2011. **Minutes of this meeting have been published on our web site.** We want the group to be 10-12 strong and fairly representative of the patient population. We are particularly interested in volunteers in the age group 16-45. If you are interested in volunteering, please complete **SECTION 1 below.**
- A **virtual** group consisting of patients who are content that we e mail them from time to time on specific issues.

If you are registered with Newburn Surgery and interested in assisting in this work could you please complete the form and hand it to the receptionist or download it from our web site and e mail it to newburnsurgery.a86038@nhs.net.

Section 1 – Core Group Membership

I am interested in joining the Newburn Practice Core Patient Participation Group and attending meetings approximately 3 times a year

Full Name:

.....

E Mail Address

.....

First Line of Home Address

.....

Section 2 – Virtual Group Membership

I am interested in having my views on Newburn Surgery heard and agree that the Practice may seek my views from time to time via e mail

Full Name:

First Line of Home Address

.....

E Mail Address

.....

Common patient questions and answers

Q What is a patient participation group?

A This is a group of volunteer patients who are involved in making sure the surgery provides the services its patients need.

Q Why are you asking people for their contact details?

A We would like to be able to contact people occasionally to ask them questions about the surgery and how well we are doing to identify areas for improvement.

Q Will my doctor see this information?

A This information is purely to contact patients to ask them questions about the surgery, how well we are doing and ensure changes that are being made are patient focused. If your doctor is responsible for making some of the changes in the surgery they might see general feedback from patients.

Q Will the questions you ask me be medical or personal?

A We will only ask general questions about the practice.

Q Who else will be able to access my contact details?

A Your contact details will be kept safely and securely within the Practice and in accordance with the Data Protection Act 1998. They will only be used for this purpose and will not be shared with anyone else.

Q How often will you contact me?

A Not very often. Full members of the group will probably meet once every 3 months or more or less frequently if the group itself so decides. Virtual members will be contacted infrequently and only as specific issues arise on which the surgery needs feedback. You will probably also receive a request to complete the annual patient survey.

Q Do I have to leave my contact details?

A No, but if you change your mind, please let us know.

Q What if I no longer wish to be on the contact list or I leave the surgery?

A We will ask you to let us know by email if you do not wish to receive further messages.