



# Patient Participation Group

- Website: [www.meneagesurgery.com/ppg](http://www.meneagesurgery.com/ppg)
- Email: [ppg@meneagesurgery.com](mailto:ppg@meneagesurgery.com)

## Calling All Patients!

We are recruiting to our Patient Participation Group (PPG) which meets 4 – 6 times a year.

Every PPG is unique to the practice and patients it serves. However, you may find the following answers to common questions raised by other surgery patient group members helpful.

### What exactly is a PPG?

PPGs act as representatives of the patient population, and are a way of better connecting general practice with the community it serves. They meet on a regular basis to have open and constructive discussions about the services available – always with a view to taking action to make real improvements for patients and for the practice.

### How will it benefit patients?

PPGs are a grassroots way of affecting change, and involving patients in improving the health and well-being of the local community. They have an increasingly important role to play in helping to give patients a say in the way services are delivered to best meet their needs, and the needs of the local community.

### What are the benefits for the Practice?

PPGs help to improve communication between patients and their practice. By producing regular newsletters, improving practice websites and chatting to patients face to face, they are able to better understand, and help the practice in responding to, the real needs of the community.

### I'm interested. What qualities are you looking for in patients?

It is important to ensure the views of all patient groups are considered. Anyone can participate. You do not need to be an NHS expert. Just willing to engage in open constructive dialogue and generally act in the best interests of all patients.

.....  
Please complete the details below and overleaf. Hand to a PPG representative or a member of surgery staff. This is so we can ensure our group is representative of a cross section of our practice population.

I am interested in joining the PPG

Name: \_\_\_\_\_ Tel No: \_\_\_\_\_

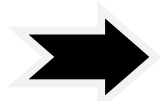
Address: \_\_\_\_\_ Post Code: \_\_\_\_\_

Email address \_\_\_\_\_@\_\_\_\_\_

Our preferred form of contact – saving costs and the environment

*Thank You*

P.T.O



For confidentiality reasons we will be creating a separate MSPPG database with the information you provide.

The information below will help to make sure we try to speak to a representative sample of the patients that are registered at this Practice (Please tick the relevant box)

**Are you male or female?**

Male	<input type="radio"/>
Female	<input type="radio"/>

**How old are you?**

Under 18	<input type="radio"/>	55 - 64	<input type="radio"/>
18 – 24	<input type="radio"/>	65 - 74	<input type="radio"/>
25 – 34	<input type="radio"/>	75 - 84	<input type="radio"/>
35 – 44	<input type="radio"/>	85 and over	<input type="radio"/>
45 – 54	<input type="radio"/>		

**Which of these best describes what you are doing at present?**

*If more than one of these applies to you, please tick the main one ONLY*

Full-time paid work (30 hrs or more per week)	<input type="radio"/>
Part-time paid work (under 30 hrs per week)	<input type="radio"/>
Full-time education (school, college, university)	<input type="radio"/>
Unemployed	<input type="radio"/>
Permanently sick or disabled	<input type="radio"/>
Fully retired from work	<input type="radio"/>
Looking after the home	<input type="radio"/>
Doing something else	<input type="radio"/>

**How would you describe your ethnic origin?** (Chose one section from A to E below and then select the appropriate option to indicate your ethnic group)

**A.White**

British	<input type="radio"/>
Irish	<input type="radio"/>
Cornish	<input type="radio"/>
Any other white background	<input type="radio"/>

**B.Mixed**

White & Black Caribbean	<input type="radio"/>
White & Black African	<input type="radio"/>
White & Asian	<input type="radio"/>
Any other Mixed background	<input type="radio"/>

**C. Asian/Asian British**

Indian	<input type="radio"/>
Pakistani	<input type="radio"/>
Bangladeshi	<input type="radio"/>
Any other Asian background	<input type="radio"/>

**D.Black or Black British**

Caribbean	<input type="radio"/>
African	<input type="radio"/>
Any other Black background	<input type="radio"/>

**E.Chinese or other ethnic group**

Chinese	<input type="radio"/>
Any other ethnic group	<input type="radio"/>

**Thank you for your interest - we will be in touch soon**

For more information please contact

Meneage Street Surgery Patient Participation Group  
Terms of Reference

Aim:

- To promote co-operation between the Practice and its patients to the mutual benefit of all

The Group will:

- Identify key issues for an annual survey
- Publish both the survey and the findings
- Discuss survey findings, explore ideas raised, and reach agreement with Practice on any changes to be made
- Agree an action plan with the Practice enabling agreed changes to be made
- Provide feedback on patients' needs, concerns and interests; challenge the Practice constructively whenever necessary
- Promote good health and higher levels of health literacy by encouraging and supporting activities within the practice; promote preventative medicine
- Serve as a 'safety valve' dealing with collective grumbles and complaints about the Practice; representing patients but enabling them to understand the viewpoint of the Practice
- Support the CQC inspection process
- Observe the Data Protection Act & PPG Confidentiality Agreement
- Liaise with other PPGs in the area (Helston Medical Practice, Constantine, Mullion, St Keverne)

Meetings:

- Meetings will be held at least 4 times a year
- A quorum will be 3 members
- Wherever possible decision should be by consensus; where this is not possible the majority view of those present will be that agreed
- Notice of meetings will be published regularly
- The agenda will be agreed, if possible, 1 week before a meeting
- Dates of the meetings will be publicised both in the practice waiting areas & on the website
- All meetings will be minuted with actions & where appropriate who is responsible for each action
- The minutes will be distributed to all PPG members, displayed in practice waiting areas & posted on the website
- The Annual General Meeting (AGM) will be held in May each year
- The required officers will be elected at the AGM
- The Terms of Reference will be reviewed annually

Ground Rules

- All members must sign a confidentiality agreement
- Not to use meetings as a forum for discussion of complaints & grievances concerning an individual patients' care & single issues
- Demonstrate commitment to deliver results as a group
- Wherever possible raise issues for the agenda before a meeting to enable the practice to prepare responses if required
- Stick to the agenda
- Aim always to use clear simple English & avoid using acronyms & jargon