

Where do we meet?

We meet at our GP practice four times a year to discuss issues that concerns our practice patients

Who attends the meeting?

Our Patient Participation Group meetings are attended by the practice patients, carers of registered patients and a few GP practice staff, usually a GP or the Practice Manager .

What happens at the meeting?

A Patient Chair manages the meeting supported by a Secretary who takes minutes. We discuss agenda items, agree the action plan for services improvements and monitor the agreed implementations.

A PPG meeting Agenda may look like this:

1. Welcome and introductions
2. Updates from GP Practice staff
3. Patients' feedback, suggestions and comments
4. Small project ideas and updates
5. Agreed action plan
6. Date of the next meeting

The meeting lasts about 1 ½ hours.

What do we do?

- We gather patients' feedback
- We review patients' surveys
- We explore ideas and suggestions on how to improve patients' experiences in our GP practice
- We discuss with GP Practice staff and agree on an action plan for service improvements
- We monitor the implementation of the service improvement action pan
- We run small projects that benefit all practice patients such as health promotion, patients' education, improvement to practice environment

What we DON'T do?

A PPG meeting is **not** a forum to raise individual complaints.

A PPG meeting is **not** a forum to seek medical advice

How to join our practice PPG?

If you are interested in joining our Patient Participation Group meetings please ask for a sign-up form from reception to complete and return to reception.

Alternatively, go to our GP Practice website to join the Patient Participation Group online.

www.drvectoriamuir.co.uk

Confidentiality

Your details will not be shared with anyone beyond this GP practice.

We will contact you from time to time to let you know the dates of the PPG meeting and to invite you to participate in our online forums and surveys.

