

The Friendly Family Surgery

Virtual Patient Participation Group



****Please add our Virtual Patient Participation Group on Facebook –

Search “**Friendly Family Surgery PPG**” for updates and information****

What do we do?

The Friendly Family Surgery Virtual PPG is a voluntary group of patients who are involved in making sure that the Practice is delivering the best possible service to its patients.

The aim of the group is to give the Practice a patient’s perspective on how we can improve our service. It provides you, as a patient, with an opportunity to be involved in how your Practice is run and for your views to be heard.

You will be sent quarterly agendas via email or post and asked to respond with your views and opinions on specific issues. Your feedback will then form the basis of an action plan for change.

Representation

We would very much like our group to include members from as broad spectrum as possible to get a truly representative patient opinion. We need young and old patients, patients that work, patients that don’t work, patients that care for others, patients with long term conditions and patients from different ethnic groups.



How does it work?

All patients can give their feedback on the service we provide via the NHS Friends and Family Test, periodic patient surveys and suggestions.

Feedback is collated each quarter by the Practice, and any common themes are established.

The Practice then formulates a Virtual PPG Meeting Agenda based on the patient feedback, and any issues facing the Practice. This is then sent out to members of the group via email or post.

Members of the Virtual PPG are invited to give their feedback on the agenda items, either through comments or 'voting' on specified responses.

Once all responses have been received, the Practice considers all of your important feedback and opinions. You will then receive Meeting Minutes, summing up the main points and actions. These may include anonymised comments from group members relating to the issues (with permission).

Minutes are be available for all patients to access via our website (hard copies available by asking at reception), and proposed actions will be published via a "you said we did" feature in the newsletter.

FAQ's

Why A Virtual Group?

Virtual groups enable patients to participate in providing feedback without having to visit the Practice, at a time and place most suitable for you.

What do I have to do?

Every quarter, you will be sent an email asking for your feedback on a number of items. If you do not have internet access this will be posted to you.

How do we know we're making a difference?

All ideas for changes and improvements will be passed through the Practice Partner, your feedback will then form the basis of an action plan for change. Any changes will be communicated to the whole practice in a "you said, we did" feature.

Why do you need my contact details?

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.

Who else will be able to access my contact details?

Your contact details will be kept safely and securely and will only be used for this purpose and will not be shared with anyone else.

Will the questions you ask me be medical or personal?

We will only ask general questions about the practice.

I want to be part of the Friendly Family Surgery Practice Virtual Patient Group

Fantastic! Please fill in the registration form on the back of this leaflet and hand it in at reception, or register online via our website.

Please Note: You must be a patient, currently registered with the Friendly Family Surgery

Patient Participation Group Registration Form

Please fill in all the fields below and hand this form in at reception or complete the form on our website.

Name _____

Address _____

Email Address _____

Phone number _____

Days/times you are available to attend meetings _____

Please contact me via:

Email

Text message

Letter

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