



## Kingswood Health Centre-Patient Participation Group KHC-PPG

OPEN MEETING – THURSDAY 25<sup>th</sup> APRIL 6.30 PM

Kingswood Health Centre (KHC) would like to extend an open invitation to all our registered patients, or carers of our patients, to attend a meeting about the re-starting of our Patient Participation Group (PPG)

We would love the PPG to reflect the diversity of our community, therefore everyone is welcome to come along. We are particularly keen to hear the views of the specific minority groups living within our Practice area. If you fall into one of these groups, please come along and make sure that we are reflecting the opinions of the whole community.

LGBTQ+, single parents, people from minority ethnic groups, differently abled, disabled or patients with mobility concerns, young adults aged 16+ and elderly people.

### What is a PPG?

A Patient Participation Group is a group of people who are patients of the surgery and want to help it work as well as it can for patients and staff.  
The NHS requires every GP practice to have a PPG.

### Why should you join?

Your experiences matter and you can bring different ideas to the surgery to helping us to understand the needs of the community and to keep improving.

### What would you have to do?

At this stage, we are just proposing a meeting to see how our PPG will work and be structured.

However, a broad list of roles associated with PPG membership, is as follows-



- Communicate on a regular basis, face-to-face, or virtually by email
- attend an Annual General Meeting (AGM)
- Be a critical friend to the surgery, providing constructive feedback on services
- Advise the surgery on the perspective of our patients, giving us your view of current and future developments or services.
- Encourage patients to take greater responsibility for their own and their families health
- Carryout research into the views of our patients and the community around the surgery
- Organise health promotion events and improve our patients understanding of healthcare
- Be in regular communication with the patient population

The PPG is not a forum to raise individual complaints or concerns about the surgery. It is a joint enterprise between the practice and our patients to improve our services and understand our community's needs.

PPG members would be encouraged to engage with and listen to the views of our patients and carers, discussing concerns and comments. Members should represent the patient population effectively and be able to express the views of the community in an objective manner.

If you would like to discuss the PPG and see whether you would like to become a member, please contact us by email, phone, or by calling into reception.

Alternatively, just come along to the Open Meeting on Thursday 25<sup>th</sup> April at 6.30PM