

Heath Lane Surgery

Patient Participation Group



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Heath Lane Surgery provides medical services for 14,600 patients in Earl Shilton, Barwell, and surrounding areas.

Our Patient Participation Group (PPG) brings together interested patients, medical professionals, senior management, and members of Practice staff to:

- advise on Practice issues;
- work together on health and wellbeing projects;
- support the Practice in achieving high quality care.

Membership

Our PPG currently has 15 volunteer members; a Doctor and our Practice Manager are also centrally involved.

We try to reflect the make-up of our local community with members of different genders, ethnicities, ages, abilities, experience and interests. We are keen to recruit new members, particularly those from under-represented groups: young people (over 16); and those from ethnic minority groups. Membership is open to all registered patients and their carers.

Virtual Patient Participation Group

We understand that some patients who may wish to contribute just don't have time to attend our meetings. To promote inclusion we are forming a **Virtual PPG** through which patients may provide feedback, raise key issues, make suggestions, and volunteer to help with projects.

Meetings

We meet six times a year, every other month on a Thursday evening at 6.30pm; meetings last for around 90 minutes. Outside speakers are often invited.

Meeting dates can be found on our website and on the PPG notice board in the main waiting room at Heath Lane Surgery.



The Role of our Patient Participation Group

1. Communicate

Ensuring that patients and the Practice team communicate with each other is our key objective.

We act as a 'sounding board' for Practice staff over issues which affect patients; and constructively challenge the Practice as a 'critical friend', whilst helping patients to understand the Practice viewpoint.

2. Advise

On behalf of all patients, we express opinions over the provision and delivery of services. We also advise and support the Practice over particular developments (e.g. expansion of our Surgery).

3. Ensure Inclusivity

We ensure that the needs and interests of ALL sectors of our patient community are taken into consideration (e.g. effect of electronic prescribing; availability of on-line appointments, etc.).

Where issues arise we let the Practice know and suggest possible solutions.

4. Inform

Our PPG website, Newsletter, Notice Boards, and text messaging provide information. Volunteers also run an 'Information Service', meeting with patients to discuss social (non-medical) issues, assist in form-filling, advise on community provision, and help in accessing other services. We ensure that Practice information is in plain English and in other formats when requested.

5. Promote Patient Feedback

We attempt to identify the experiences and concerns of patients (through surveys/open events) passing these on to the Practice.

6. Assist with Health Promotion

Activities which encourage healthy lifestyle choices are both supported and initiated by the PPG (e.g. the Earl Shilton Walking Group; help with the flu clinics; and Notice Board Health campaigns).

7. Represent

We support the Practice in influencing local provision of health and social care through representing the Practice at various health forums. A PPG representative attends Practice Quality Assurance meetings.

How to get involved:

We welcome your involvement at any level. We have several projects that you could help with through our main PPG and/or the Virtual PPG:

- + **Suggestions and opinions:** community feedback is valued by our Practice and is key to ensuring constant improvement.
- + **Flu Clinics:** our volunteers encourage vaccination; they marshal patients at all flu clinics, helping to streamline the flow.
- + **Volunteer Information Provision:** volunteers work in pairs to provide information and signpost patients to specific sources of support.
- + **Health Education Displays:** eye-catching displays within our waiting rooms aim to provide Health Promotion messages.
- + **Gardens:** maintenance of our Dialysis Garden and wildlife area, which those patients undertaking kidney dialysis can look out upon.
- + **Walking Group:** this well-established activity sets off from the town centre at 10am every Tuesday and Friday.
- + **Website:** continued development of our PPG website.
- + **Newsletter:** contributions are always welcome.
- + **Media Liaison:** working on Press Releases which publicise our activities and campaigns.

Your Rewards

- + Valued contribution to and involvement in our local community;
- + Participation in shared decision making;
- + Opportunity to use and improve inter-personal and other skills;
- + Through our projects, encouraging fellow patients towards healthy life choices;
- + Useful experience for those aiming for a career in health, social care, public services, journalism, etc.

For more Information:

Please ask for a PPG Application Form from Heath Lane Surgery Reception or fill in a form electronically at: hls.ppg@yahoo.com
One of our PPG members will contact you to answer your questions and to discover how you can become involved.

You are welcome to come along to one of our meetings without any obligation to join in order to find out more.