

4th May 2023

## PATIENT PARTICIPATION GROUP NEWSLETTER

Issue 1

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We held an introductory meeting for interested parties to join our new Patient Participation Group (PPG) in March 2023. Unfortunately, the weather was against us and we had several apologies but we managed to meet with 2 patients that have been patients of Prentis Medical Centre for a number of years. We listened to their personal journeys as patients and they were happy to hear about our future plans for the Practice and how we would like to work together with a newly formed PPG and involve them in moving the Practice forward.

Our aim is to represent patient's voices to each practice and to let you know what the practices are doing.

In order to help our practices offer a better service to patients, we have a feedback box at the entrance to the surgery and will share this feedback at the upcoming PPG meetings to discuss what has gone well and what could be improved upon. By talking and listening to patients about specific issues affecting the practice, the aim is for the PPG to share and discuss the findings with the Practice Manager to enable the GP Partners to reflect upon how to approach, solve and implement any changes required.

We are currently asking newly registered patients whether they would like to participate and/or join our new PPG and will communicate with them by adding them to a distribution list to receive the newsletter electronically.

The PPG currently is under—represented in terms of its membership. For example, we have no younger people on the PPG to share their views and issues.

Prentis Medical Centre are looking to build a strong diverse, inclusive PPG with a wide and true representation of our patient population and groups. So we are encouraging and welcoming people from all backgrounds and young adult (18+) groups to become involved and have a voice.

The PPG is also embarking on raising its profile to help the practices promote the services they offer and to champion successes.

For these reasons, this edition of the Newsletter is dedicated to promoting patient involvement and the shared experience between patients and both our GP surgeries for the benefit of all.

Here is a short video which explains about the work of a PPG. It was commissioned by Healthwatch and produced by CC Animation Studio and is a great way to find out more about how you can play your part, please copy and paste the following link: <https://youtu.be/TdJ6utv2UPE>

If you think you could contribute towards the issues affecting health locally by representing the community then please do make yourself known at Reception or by emailing our generic mailbox [lamccg.prentismedicalcentre@nhs.net](mailto:lamccg.prentismedicalcentre@nhs.net)



Patient Participation Group



Do you have any concerns about your GP surgery or any improvements or ideas to help improve the services you receive that you would like to be discussed by the members of the PPG? If so, why not come and share them at our next meeting on:

**WEDNESDAY 24TH May 2023 7PM at Prentis Medical Centre**