

Please Note

Patient Participation Group members are recruited to represent the wider views of patients who are currently registered at Tenbury Surgery and Clee Hill Surgery, not solely the views of the individual.

Patients and carers and their future care and treatment by the surgery or any other NHS service will not be affected by their involvement in this piece of work.

All of the information gathered is stored in a separate database and is not linked to any clinical information or system.

This is not a forum for personal concerns or complaints to be raised. Complaints need to be handled via the complaints process at the surgery or via the complaints team at NHS England.

To join the group or discuss the PPG further please contact

Amy Louvaine

Practice Manager

01584 810 343

View our annual reports of the PRG on our website:

[http://
www.tenburysurgery.co.uk/
surveyreport.aspx?
p=M81042](http://www.tenburysurgery.co.uk/surveyreport.aspx?p=M81042)

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Tenbury Surgery and Clee Hill Surgery



Patient Participation
Group (PPG)
Information Leaflet

The surgery is very keen to support our Patient Representative Group

Please take this leaflet if you would like to learn more about the group and how to join.



Aims and Objectives

The surgery is committed to:

- Working together with the representatives of the group.
- Learning more about the patient experience.
- Ensuring that services are designed and adapted to respond better to our patient's needs.
- Working with and listening to patients to make long-term improvements.
- Improving the quality of care we provide.
- Identifying ways of meeting patients' needs more appropriately.
- Being able to use information provided by patients to help make improvements.

Patient Participation Group – Frequently Asked Questions

Q What is a patient participation group?

A It is a group of volunteer patients who are involved in shaping the services our Surgery offers to patients.

Q Why are you asking people to join the PPG?

A We want to talk to people about the surgery and how well we are doing to identify areas for improvement; discuss new services; discuss changes to the NHS that may impact upon the Surgery and our patients.

Q Will my doctor see this information?

A No. It is purely to contact patients to ask them questions about the surgery and how well we are doing. Your doctor will only see the overall results.

FAQ Continued

Q Will the questions asked be medical or personal?

A They will be general questions about the practice, how we are providing services and what we can do to improve them.

Q Who else will be able to access my contact details?

A No one beyond the practice unless you give your express consent that you are happy for your email address to be shared with other members of the PPG.

Q Do I have to take part in the group?

A No, but if you change your mind, please let us know.

Q What if I no longer wish to be on the contact list or I leave the surgery?

A We will ask you to let us know if you do not wish to receive further messages. If you leave the practice, you will no longer be eligible to remain on the group.