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|  |  |  |  | **Patient****Participation****GroupInformationLeaflet**Peterloo logo for use on A4 documents133-137 Manchester Old RoadMiddleton, ManchesterM24 4DZ**T:** 0161 643 5005**E:** peterloo.information@nhs.net**W:** www.peterloomc.co.uk **Joining our PPG**To join our PPG complete the form overleaf and hand in to reception. This does not mean you will have to attend all meetings, but there is a commitment to attend at least one group meeting per year. In addition to this, we also welcome your views and opinions via e-mail or telephone.**Data Protection** The information you provide overleaf will be used by Peterloo Medical Centre to contact you about our health care services, activities and events. Your details will only be used for this purpose and will not be shared with anyone else. The information you supply will be held securely and in accordance with the Data Protection Act 2018. You can opt out of the PPG at any time by informing the Care Co-ordinator and your details will be removed. |
| I would like to become a member of the Peterloo Medical Centre PPGPlease tick the box to confirm you have read and understood the information overleaf [ ] Title: Mr/Mrs/Miss/Ms/Other\_\_\_\_\_\_\_\_\_ Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Address:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Postcode:\_\_\_\_\_\_\_\_\_\_\_\_Age: Under 18 [ ]  18-24 [ ]  25-60 [ ] 60-75 [ ]  75+ [ ] Telephone:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Mobile:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_E-Mail Address:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Please hand this form in at reception or return it by post to the address opposite |  | **Getting Involved**No training is required to become a member of our PPG. The most important thing is that you are keen and focused on taking positive action to help the practice. Be prepared to give your opinion about the way the practice is run and any thoughts you have on how things could be improved—from the welcome patients get when they arrive at the practice, to the parking facilities or the appointment system. If you would be interested in getting involved, please complete the slip opposite and return to Reception. We will then contact you with further details |  |
| Top view of office chairs arranged around white round table**Who We Are Not** We are not a forum for individual agendas or personal complaints. Complaints must be made directly to the practice to comply with the standardised NHS Complaints Procedure and be handled under a strict code of confidentiality. If you have a complaint, please either speak to one of the practice team or download the practice information leaflet on complaints.**Future Plans** We want to encourage additional patients to join the group. It is expected that the PPG will become more visible and assist the practice with new initiatives and ideas. We always welcome suggestions and ideas that contribute to patient experience when they visit the practice. Your suggestions can be forwarded to the Care Co-ordinator or PPG Chair to be discussed with the PPG where appropriate. |
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| **Who We Are & What We Do** Members of the Patient Participation Group (PPG) are volunteers who work with the practice to represent patients, offering views on the services and facilities that are provided. Patients also have the option to be involved in the wider health issues across Middleton |
| **When do we meet?** We aim to meet bi-monthly – dates and times to be agreed once we have a full group established**I can’t get to meetings – how else can I be involved?** If you are not able to join us at the meetings, you could always join our “virtual group” and assist the group by responding by e-mail(email contact will be provided when signed up to the PPG group)The PPG email will not be manned by any of the Practice Staff and will be accessed by the chair and/or vice chair of the group. |
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