

WHAT IS THE ROLE OF THE PATIENT PARTICIPATION GROUP?

The patient participation group consists of patients who wish to be involved in the local practice whilst taking an active role in developing local health services.

The purpose of the group is to facilitate patients and the practice staff working together to share ideas to help improve the services offered at the practice in addition to sourcing out any local community services that would help enhance aspects of the patient's lives.

The group will also have the responsibility of helping patients to take more responsibility for their own health, the group also offers an avenue for patients to have a say in how services are planned, developed and evaluated to foster a good working relationship with the practice staff and GP's.

L.L. MEDICAL CARE LTD (AGARWAL & AGRAWAL PRACTICE)



PATIENT PARTICIPATION GROUP

WHAT DOES A PATIENT PARTICIPATION GROUP DO?

- Help improve on the experience of attending the surgery
- Help the practice decide on overall service priorities
- Helps bring the attention of practice staff, the practice perspective of the level and standard of the services provided
- Acts as a channel is communicating to patients
 - How changes in the NHS will affect service provision
 - Information on the help available, support groups and networks
- Helps patients understand more about the medical conditions/problems
- Helps improve patients overall experience of the practice

WHY SET UP A PPG?

Research tells us that effective engagement with patients;

- Improves quality of care and patient satisfaction
- Encourages patients as proactive partners rather than passive recipients of care
- Improves concordance with treatment
- Improves health outcomes
- Informs effective targeting of resources, saving time and money
- Is rewarding for professionals and improves relationships.

WHO ARE THE MEMBERS OF THE PATIENT PARTICIPATION GROUP?

The group will comprise of;

- Chair Person
- Secretary
- Treasurer (if fundraising is involved)
- Carer (s)
- Group members (patients from across the surgery representing the practice population)
- GP
- Practice Manager
- Nurse

WHAT THE PATIENT PARTICIPATION GROUP IS NOT ABOUT

The group will not deal with personal medical issues of individual patient complaints as there is already an existing procedure to handle such matters.

WHAT CAN ALL PATIENTS DO TO HELP THE PATIENT PARTICIPATION GROUP?

The patient participation group's effectiveness is engineering the mutual working together of both patients and the practice staff to achieve a common goal in the provision of the best possible service.

To achieve this end will require patients communicating with the group and practice staff as a whole.

JOINING AND REGISTERING WITH THE PRG

We aim to gather around a hundred patients from as broad a spectrum as possible to get a truly representative sample. We need young people, workers, retirees, people with long-term conditions and people from non-British Ethnic groups.

PEOPLE LIKE YOU!!!

If you are happy for us to contact you occasionally by email, please complete an PPG application form.

LANGTHORNE HEALTH CENTRE
13 LANGTHORNE ROAD
LONDON
E11 4HX
TELEPHONE NUMBER: 0208 539 2585
FAX NUMBER: 0208 539 3865



L.I. MEDICAL CARE LTD (AGARWAL & AGRAWAL PRACTICE)
Waltham Forest Primary Care Trust

PATIENT PARTICIPATION GROUP APPLICATION FORM

If you are happy for us to contact you periodically by email please complete your details below and hand this form back to either reception, a patient group representative, or post in the 'secure box'.

Name: _____
 Email address: _____
 Postcode: _____

This additional information will help to make sure we try to speak to a representative sample of the patients registered at this practice.

Are you a carer? Yes No

Are you? Male Female

Age Group:	Under 16	<input type="checkbox"/>	17 - 24	<input type="checkbox"/>
	25 - 34	<input type="checkbox"/>	35 - 44	<input type="checkbox"/>
	45 - 54 <input type="checkbox"/>	<input type="checkbox"/>	55 - 64	<input type="checkbox"/>
	65 - 74	<input type="checkbox"/>	75 - 84	<input type="checkbox"/>
	Over 84	<input type="checkbox"/>		

To help us ensure our contact list is representative of our local community please indicate which if the following ethnic background you would most closely identify with?

Are you?							
British Group	<input type="checkbox"/>	Irish	<input type="checkbox"/>	Gypsy or Irish Traveller	<input type="checkbox"/>	Other White	<input type="checkbox"/>
Mixed							
White & Black Caribbean	<input type="checkbox"/>	White & Black African	<input type="checkbox"/>	White and Asian	<input type="checkbox"/>	Other Mixed	<input type="checkbox"/>
Indian	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>	Bangladeshi	<input type="checkbox"/>	Chinese	<input type="checkbox"/>
Caribbean	<input type="checkbox"/>	African	<input type="checkbox"/>	Other black	<input type="checkbox"/>	Other Asian	<input type="checkbox"/>
Other Ethnic Group							
Arab	<input type="checkbox"/>						

How would you describe how often you come to the practice?

Regularly	<input type="checkbox"/>
Occasionally	<input type="checkbox"/>
Very rarely	<input type="checkbox"/>

THANK YOU VERY MUCH FOR YOUR PARTICIPATION

Please note that no medical information or questions will be responded to.

The information you supply us will be used lawfully, in accordance with the GDPR (GENERAL DATA PROTECTION REGULATION) of May 2018. the GDPR (GENERAL DATA PROTECTION REGULATION) of May 2018 gives you the right to know what information is held about you and sets out the rules to make sure that this information is handled properly.