

Brook Lane Surgery

Patient Participation Group (PPG)

Membership and how the group will operate

- Membership is drawn from Patients of Brook Lane Surgery. Any patient of the practice is eligible to join the group
- The group will strive to ensure it is representative of the whole practice population
- A chairperson will be appointed annually
- All members are equally important and their opinions should be respected
- Discrimination on any grounds will not be tolerated
- Discussions will be conducted through the Chair
- Personal matters discussed within the group will remain confidential
- The group will meet at least quarterly
- The Group will send a representative (if possible) to local clinical group meetings to share views and good practice and to learn from other participants

The purpose of Group is to:

- Seek feedback from patients on service development and provision to inform and influence practice decision making, ensuring services are responsive and continuously improve
- Allow constructive discussion and analysis of the practice service provision
- Offer a patient's perspective, including providing input and feedback on decisions made by the practice and participation in local and national consultations.
- Help develop the provision of resources and service in the locality and identify unfulfilled areas of need
- Support the practice in helping patients to become more informed about their healthcare options
- Support the practice to communicate with its patient population and improve communication between the practice and its wider population
- Inform themselves through talks and discussion at the meetings and where possible disseminate this information to other patients

Basic Rules of the Group

- Meetings are not a forum for individual complaints and single issues
- We encourage open and honest communication and constructive challenge between individuals
- We will be flexible, listen to others, ask for help and support each other
- We will take an equal share of actions and responsibilities including taking our turn at being the meeting note keeper
- We will demonstrate commitment to delivering results as a group
- All views are valid and will be listened to
- No phones or other disruptions
- We will start and finish on time and keep to the agenda
- Membership of the group will lapse where a member has been absent for 4 consecutive meetings