|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | | FRIARWOOD SURGERY | | | | | | |  | |
|  | | | | | | | | | | |
|  | NEWSLETTER FROM THE PPG Email: wyicb-wak.friarwoodppg@nhs.net | | | | | | | | |  |
|  | | | | | | | | | | |
|  | | | | | | | | | | |
| What is the PPG?  The PPG (Patient Participation Group) are a group of Friarwood patients who meet with staff from the surgery to help review patient experiences of using the practice. The group receives information about changes, improvements and problems at the surgery. It is hoped that this two-way exchange of information will help to improve the service offered to patients at Friarwood practice.  **Who can join?**  Any patient can join the group and contribute, or just listen. Age is not a barrier  **How often do we meet?**  The group meet every three months in January April July and October on the first Wednesday of the month after the surgery closes. | | |  |  | **The Role**  The role of the group is to represent the views of the patients as well as to receive news and updates from the surgery; to become an advocate for the surgery amongst our community. |  |  | **Next Meeting:**  Wednesday 5th April 2023  Time: 18.00  Where: Friarwood Surgery | | |
|  |  |  |  | | |
| What you can offer  Almost everything we buy online these days, we are asked to provide a review on the product or provider services. The PPG group can provide the Surgery with feedback and suggestions from the users on how the service may be improved.  All patients have different experiences of the surgery, what the group seeks is information about those experiences and you to give us constructive feedback about those experiences, both good and bad. |  |  | This information feedback from you can be like a mirror for the practice, so that staff are able to know how their work and efforts are seen by the patient they serve. In this way you can act as a critical friend.  **The agenda**  The agenda is suggested by the group and covers matters that the group believe are important, so let the PPG know about it. Agenda items are discussed and we aim to share the outcomes with all. | | |

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | FRIARWOOD SURGERY PPG GROUP NEWSLETTER | | | | | | | |  |
|  | | | | | | | | | |
|  | | | | | | | | | |
| **Communication Process** **between the surgery and patients**  One of the biggest challenges we face is how the surgery and the group communicate with patients.  Have you any ideas?  At the moment contact can be …  Visiting the practice  By the phone  Through the website  By text | |  | |  | **Website**  To make an appointment  **“Engage”**  ask the doctor Online stuff e.g. prescriptions  self help  ask advise  **Text messaging**  To confirm appointments, receive Alerts for services e.g. flu jab,  **Phone lines**  Consultation Make appointments  **Off line communication**  Turn up at the surgery | | | | |
|  | |  |
|  | | | | | | | | | |
|  | | | | | | | | | |
| **Recent subjects discussed**  Telephone lines busy  Engage Online consultation could it  have a drop-down menu of symptoms  Opening hours  Call back arrangements | | | **Would you like to join our group?**  If you would like to receive the agenda for any upcoming meetings, please email the ppg group at  [Wyicb-wak.friarwoodppg@nhs.net](mailto:Wyicb-wak.friarwoodppg@nhs.net) to be added to the contact list  You don’t have to attend in person, you could be a virtual member who contributes via email and receives the agenda and minutes.  If you have anything you would like the group to raise, please send your email to the address above marked for the attention of the chairman Mr. Ian Brown | | | | | | |
|  | |  |  | | |  |  |  | |
| A picture containing text  Description automatically generated | | | | | | | | | |