

# PPG



## PATIENT PARTICIPATION GROUP IVY GROVE SURGERY



The patient participation Group is a relatively new group that has been meeting for approximately 12 months. We aim to meet every three months

### What is our aim?

We aim to help the GP practice identify areas for improvement and implement positive changes in service delivery, also to act as a 'critical friend' representing the views of the wider patient population to the doctors and staff

### What we can't do

It is not a forum for raising personal complaints, medical or individual patient complaints. Members do not provide medical advice or deal with personal health issues.

### What have we achieved so far?

The website has been adjusted to clarify the ways to make an appointment with 3 easy links on the front page, however we are aware that this could be made easier, this is an ongoing topic. There is now a useful list of contacts all in one place on the website eg late opening chemists, self referrals physio etc – please see <http://ivy.gs/selfrefer>

During December we did a patient survey for those who visited the surgery. The outcomes from this survey were really very positive.

There was even one lucky winner who won a prize for completing a questionnaire.

### What's next?

Our next project will focus on CARERS, the surgery has over 10,000 patients on their roll and only 50 have told them they are carers, we don't feel this number is correct, we are wanting to help signpost and have a section on the website to help these silent angels – please see <http://ivy.gs/carers>

If you feel you have any further positive suggestions, feel you could make a positive change and would like to join our friendly group please contact Sam Mair via the website – please see <http://ivy.gs/contact>

If you are unable to join us but have some suggestions that you would like us to look at please contact us on [samantha.mair1@nhs.net](mailto:samantha.mair1@nhs.net)

