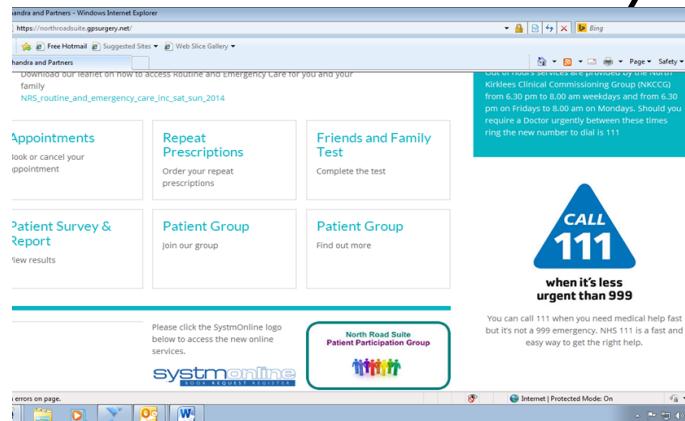


How do I join? Or get involved

If you are interested in joining the PPG, or would like to speak to Justin Wood Reception Supervisor. You may not want to join our group but you may wish to help the group with their activities as a volunteer if so please speak to Justin who will take your contact details.

Visit our website at

<https://northroadsuite.gpsurgery.net>



CLICK ON THE LINK

Get involved to help shape the way health services are delivered by your Practice.



North Road Suite

■ RAVENSTHORPE HEALTH CENTRE ■

North Road Surgery is eager to ensure that local people are actively involved in deciding how the health services they use should develop.

To provide patients with the opportunity to express their views, we have set up our

Patient Participation Group (PPG)

Interested in finding out more or getting involved?

Please see inside for details and visit our website at

[www.northroadsuite.gpsurgery.net](https://northroadsuite.gpsurgery.net)

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■ RAVENSTHORPE HEALTH CENTRE ■

WHAT ARE PATIENT PARTICIPATION GROUPS (PPG'S)

The aim of the Patient Participation Group is to give patients, GPs and Practice staff an opportunity to meet, to exchange ideas and information, and then to take action. It is intended that our group's activities will typically include holding health information events; consulting with patients on their experiences and their views on how services could be changed or improved; helping to produce a newsletter to keep patients up to date on the activities of the Group and the services that the practice offers – and much more!

WHO CAN JOIN THE GROUP?

The group is made up from volunteer patients, the Practice Development Manager and one of the GPs from the Practice. PPGs meet on a regular basis to discuss the services on offer, and how improvements can be made for the benefit of patients and the practice and we want to ensure that the Group is representative of the Practice Population.

WHAT ARE THE BENEFITS OF JOINING THE PPG?

Being involved in the PPG gives you the opportunity to have a say in and, what's more, to take action to improve the way health services are delivered in the community. The PPG has a key role in increasing the quality and accessibility of the care available to you, your family, your neighbours and the whole of your community.

It's a great way to give something back, and it's the experience of other groups that members get a real buzz from having helped make important changes to the practice. It's also a great way to meet new people and learn new skills, including diplomacy and team work.

HOW OFTEN WOULD WE MEET AND WHAT DO WE DO?

We will meet on a bi-monthly basis at the practice for one to two hours over a cup of tea, to discuss forthcoming activity and address issues that have been raised by members of the group or other patients. We exist primarily to provide a link between the patients and practice staff, and to help make sure the needs of all sections of the community are met. One of the first tasks will be to formulate questions for our next patient service survey, undertake the survey, analyse the results and take appropriate actions where possible and feed this back to the Practice patients

HOW MUCH TIME DOES IT TAKE UP BEING INVOLVED IN THE PPG?

The time commitment for a patient involved in the PPG tends to include attendance at bi-monthly meetings. Some PPG members will choose to take on additional roles that are more time consuming, such as editing/contributing to the PPG newsletter or setting up and running health education or fundraising events. This additional contribution allows the PPG to have more of a positive impact on the practice and the local population.

ISN'T THE GROUP JUST AN OPPORTUNITY FOR PEOPLE TO GRUMBLE ABOUT THE PRACTICE AND ITS DOCTORS?

In forming our group it will draw up a 'constitution', which sets out exactly what our aims and objectives are. Having a constitution helps keep us focused on action and making a real difference, rather than becoming a talking shop. In order to ensure that everyone is focused on making positive change, we make sure all members have equal input, and have established a collaborative culture with the practice, and between the members.

I DON'T HAVE A BACKGROUND IN HEALTHCARE. DOES THIS MATTER?

Not at all, in fact no formal training is required to be a member of the PPG. Members can often bring their own skills to the task (for example, any writing experience can be helpful in developing and contributing to a PPG newsletter), but most importantly they just need to be keen and focused on taking positive action to help the practice and the local patient population.

WHAT ARE THE BENEFITS FOR PRACTICES

PPGs can help GPs to develop an equal partnership with their patients. They can help them to communicate with patients and with the wider community about key health matters.

Provide an ideal mechanism for gaining feedback from the community. They allow practice staff the opportunity to explain to patients the reasons why services have been set up in a particular way, and why certain procedures are carried out. They are a forum for constructive discussion and input from the community on how services are currently working and what could potentially be done to make them more effective.