



GREYSTONES PATIENT PARTICIPATION GROUP (GPPG)

# Launch Newsletter

January 2025



## WHO ARE WE?

GPPG Co-Chairs, Andrew Sale & Phil May, seven other current patient members and two practice representatives.

## WHAT IS A PATIENT PARTICIPATION GROUP (PPG)?

A PPG is a group of patients, carers, and practice staff who meet regularly to discuss general matters arising from patient experience across the practice, such as service delivery and communications with patients, in order to help the practice continue to enhance its service.

A PPG enables patients to offer their views, experiences, suggestions and ideas to the practice through a strong and close working relationship between patients and the practice. The PPG can be a 'sounding board' for the practice when developing enhancements to its delivery and can also be an advocate for the practice where appropriate.

A PPG will only discuss general matters with the practice: a PPG is not a vehicle for individual complaints or personal medical issues.

The NHS expects practices to encourage volunteers to set up a PPG and 41% of GP practices currently have an established PPG: two Porter Valley practices have had Patient Forums for some time. Greystones PPG first met in September 2024 and is now affiliated to the National Association of Patient Participation (<https://napp.org.uk/>)

## WHAT ARE OUR INITIAL OBJECTIVES?

1. Help the practice to develop its services by carrying out surveys to obtain patient views and providing the practice staff with feedback from patients.
2. Provide information through patient newsletters and information leaflets for the practice and, working alongside the practice, aim to ensure patient information and advice is as accessible as possible.
3. Act as representatives when patient voices are needed to develop the local or national provision of health and social care.

## HOW DO WE WORK?

The Greystones Patient Participation Group [hereafter GPPG] is a voluntary group and all adult patients registered at the Greystones Medical Centre [hereafter GMC] are entitled to apply.

Membership takes two forms:

- 1) A face-to-face group of up to 14 patient members\* plus practice staff co-ordinates the work of the GPPG. At each meeting, group members offer their views, experiences, suggestions & ideas and discuss patient feedback directly with members of the practice management team. The face-to-face group meets at the surgery every two months.

*[\* Meeting Room space at the surgery limits the numbers of the face-to-face group. If more people than 14 apply to be members, priority will be given to the earlier application date.]*

- 2) An e-group participates in the work of the GPPG by means of electronic communication via email through [gmcppg2@gmail.com](mailto:gmcppg2@gmail.com). The e-group Manager will raise suggestions & questions sent by members, anonymously, at each face-to-face meeting. Minutes from each meeting are sent to all members of the e-group. The e-group has no number limit.

N.B. As a PPG can only discuss general matters with the practice, any individual complaint or medical issue received by the GPPG will, with the patient's consent, be referred to the practice.

## WHAT'S NEXT?

- An early spring Patient Survey – obtaining your opinions
- A 'Total Triage at Greystones' guidance leaflet for patients
- A late spring Patient Newsletter to feed back views from the survey

All due before June 2025



## WHY NOT JOIN US?

If you are interested in joining the Greystones PPG, either as a face-to-face member or through the e-group, please complete the GPPG Application and Data Consent Form.

Paper copies of the GPPG Application and Data Consent Form can be found at surgery reception at Greystones Medical Centre. Please return the completed form to reception.

An electronic copy of the GPPG Application and Data Consent Form can be found on the PPG section of the Practice website. Please forward the completed form, with signature, to [gmcppg2@gmail.com](mailto:gmcppg2@gmail.com)