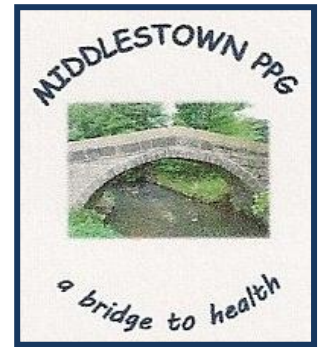


## MIDDLESTOWN PATIENT PARTICIPATION GROUP

NEWSLETTER

WINTER 2012/13



The Middlestown Patient Participation Group was formed in December 2011 to ensure that local people could have active involvement in deciding how the health services they use should develop, and to provide patients with the opportunity to express their views.

PPGs act as representatives of the patient population, and are a way of better connecting the general practice with the community it serves. They are generally made up of a group of volunteer patients, the Practice Manager and one or more GPs from within the practice. They 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.

We are now seeking to identify what we can do for the surgery and you the patient. We cannot do this on our own and are therefore seeking your help. You can do this in a variety of ways which can be matched to suit your circumstances and available time.

- Become an active member of the group involved in organising activities, events and research projects.
- Sign up as a Virtual member: an online member who can be involved in the discussions of the Group.
- Join an online Survey Group: we will consult with these members on issues where we need a wider consultation.
- Join as a member willing to help out at events which we hope to arrange periodically.

If you feel you would like to help please obtain and complete the registration form available at reception.


Being involved in the PPG gives you the opportunity to have a say in, and what's more, 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 the local area. It is a great way to meet new people, and learn new skills, including diplomacy and team work as well as giving something back.

PPGs can play a number of roles in the practice, from carrying out research to understand the views of the wider patient population and offering feedback on the patient perspective to helping improve communication between the practice and the local population it serves. We also hope to offer practical hands-on support to the practice, for example, by helping to run health promotion events and supporting annual flu jab clinics. We have had significant success with the Practice surveys which have been completed well within the time given, thus allowing access to the results much quicker than in previous years and also allowing the Practice staff time for other duties.

The beauty of PPGs is that there is no set way in which they work - each group is entirely driven by local needs, but they all have the aim of making sure that their practice puts the patient and improving health at the heart of everything it does.



Keep Warm – Keep Well  
This Winter



You can e-mail your thoughts and ideas to us at:

[Middlestown.ppgroup@wdpct.nhs.uk](mailto:Middlestown.ppgroup@wdpct.nhs.uk)

(Please be aware that we cannot enter into any discussion regarding your own health, the treatment you receive from the surgery, handle any complaints or deal with any other confidential issues arising from your own personal circumstances).