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## I would like to join Brook Lane Surgery Patient Participation Group

*Please tear off this part of the leaflet and hand to the surgery receptionist or email [PPGBrookLane@gmail.com](mailto:PPGBrookLane@gmail.com)*

I would like to be a part of Brook Lane Surgery Patient participation group

Name:

Address:

Email:

Telephone

*Please tick (ONE) to indicate your preference:*

- I would like to join the virtual group

OR

- I am interested in coming to regular meetings

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If you are a patient of Brook Lane Surgery and have some time to spare we'd welcome your help.

You do not need to have any special training or experience. Being one of our patients is the only qualification you will need.



**Join your Patient Participation Group**

PPGs represent patients and provide feedback on GP practices, helping to drive change



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# Brook Lane Surgery Patient Participation Group



***A group of volunteers who work together to make our surgery work as well as it can for patients, doctors and staff.***

***Please join us!***

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## What is a Patient Participation Group?

A Patient Participation Group (PPG) is a group of people who are patients of the surgery and want to help it work as well as it can for patients, doctors and staff. The NHS requires every practice to have a PPG.

Would you like to help improve your GP practice services?



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## How often does the Patient Participation Group Meet

We meet at the surgery, but not too often, usually 4-5 times a year. We know that you are busy, but hope that you can join us. If you can't make meetings then don't worry – you can still be part of our virtual group.

### What is a virtual group?

A virtual group is a group of patients who would like to be part of the Patient Participation Group but prefer not to attend meetings. They get involved by email instead. Information such as practice newsletters, minutes of the Patient Participation Group meetings and surveys will be shared electronically.

### Why should I join?

As a patient of our surgery your experiences matter. You can bring different ideas to the surgery to help us treat patients better or to improve what we do in some way.

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## Will my views be heard?

Your views are important and will be listened to. It may not be possible to act on every suggestion, but all feedback is very valuable.

Working in a spirit of mutual respect, openness and trust, all patients' views will be discussed and, where appropriate, we will work together on solutions. **Please note that the PPG is not a forum for discussing personal cases or individual patient circumstances. These should be raised with the appropriate member of the Brook Lane Surgery practice team.**

