

## **East Bridgford Medical Centre Patient Participation Group**

**A Patient Participation Group (PPG) has been formed at the East Bridgford Medical Practice. A Participation Group in this context refers to patients taking an active interest in their health care.**

**The purpose of our PPG is to provide an effective and active link between the practice and its patients, with the objective of improving the overall patient experience.**

**The group will:**

**Provide feedback and information to the practice about the community it serves, which may affect patient care.**

**Act as a planning tool for the practice.**

**Be available to be consulted on service development and provision.**

**Provide feedback on patients' needs, concerns and interests.**

**Give patients a voice in the organisation and management of their care.**

**Provide a "safety valve" for dealing with general grumbles and complaints about the practice and help to provide the practice viewpoint. The Group are unable to deal with individual complaints, for which there is a formal procedure.**

**In terms of Health Education: encourage and support activities within the practice and promote preventative medicine.**

**Organise fundraising from time to time for medical equipment or other facilities to improve the practice.**

**Influence the provision of secondary health care and social care locally.**

**Liaise with other Patient Participation Groups, particularly in the Nottinghamshire area.**

**We currently have four patient Members, together with a G.P. Representative and the Practice Manager**

**Our meetings are generally held every month at the Medical Centre, in the early evening. If you are a patient of the practice and are at all interested in becoming an active member of the group, please contact the Practice Manager, Chris White on 01949 20216, who will be happy to discuss the possibilities with you.**

**Mike Handy  
Chair**