**What is a Patient Participation Group – PPG?**

A PPG is a group of patients, carers and surgery staff who meet regularly to discuss practice issues and patient experiences. Patient participation can benefit both patients and the practice, creating a connection between the two. This allows open, constructive discussion and analysis of service provision in addition to offering an alternative patient view of many topics relevant to Central Surgery’s Practice. The Practice then has the opportunity to tailor services to meet the needs of its patient population.

The PPG gather information from a wider group of patients on the health services they receive and any suggestions they may have to improve those services to reflect their needs. The information from that wider group is gathered from an annual survey and an annual PPG open meeting, from which we can work with the surgery to create the annual action plan.

Some of the other areas we are involved in are reviewing complaints, discussions on changes to appointment or phone systems or medication reviews and rewriting surgery information leaflets.

We publish a monthly Newsletter which is circulated on all local media, on the surgery website, Twitter, FaceBook and sent directly to patients who have signed up for SMS texting.

There are currently 11 patient members of the Central Surgery Group joined by a GP and the Practice Manager who meet monthly. To get a clear view of what we do during those meetings please see the Minutes published on the website

Representatives from our group regularly join those from the other four surgeries in our locality, Stort Valley and Villages, to share problems and good practice. We also have representatives on Clinical Commissioning Groups for Quality, where we have the opportunity to talk directly to the Commissioners of our services in East Herts about our local issues. We can then report both local and National information back to our own PPG. We also have members who have attended focus groups on specific topics relevant to patient conditions.

**Membership**

We currently have the required number of patient members for the group, but if you are interested in joining us when a vacancy arises, please download the Nomination Form on the Website. If you have read our minutes on the website and have queries, or issues you would like to pass on to us you can get in touch, either by putting a note in the box outside the surgery entrance addressed directly to the Chair of the PPG, or posting to Patient Participation Group, Central Surgery, Bell Street, Sawbridgeworth, Herts, CM21 9AG, or by emailing to centralsurgery@nhs.net