

Patient Group Newsletter

The Blackdown Practice Patient Participation Group (PPG)

Who are they and what do they do?

In theory every registered young person and adult is a member of the Practice's Patient Group as anyone should feel they can comment on the way the Practice currently operates and on changes in the way the Practice provides services in the future.

However, realistically a smaller number of patients wish to participate in a more formal way by being part of a PPG along with staff who work for the Practice. The Practice has been very fortunate over the years to have had the support and guidance from a number of patients acting as 'critical friends' to the Practice. This has increased in numbers from a dedicated core of 6 in 2003 to, at the last count, a very admirable 104!

Do we have to attend meetings if we become members?

No, although you are very welcome to do so. You can choose just to receive information about the group or can be asked to comment on services. We want to be able to set up a more robust virtual group with the use of e-mails or text messages to send certain communications.

How do we become a member of the group? Either pick up a form from your usual surgery or download it from our website www.theblackdownpractice.co.uk

What do they do?

Please see the aims of the group on the next page.



When do they meet?

The group now meets 4 times a year in March, June, September and December with a mix of morning afternoon and evening meeting times. We intend to meet twice in Hemyock each year, once at Dunkeswell and once at Churchinford.

Can the PPG come to us?

Karen Button, our Practice Manager and Chair of the Group, is very happy to come and talk to different groups/organisations about the services provided by the Practice and to get ideas about how services can be developed.

The Surgery, Station Road, Hemyock, Cullompton, Devon EX14 4JP, Tel 01823 680206

For patient feedback or to ask a question about services, please email D-CCG.BlackdownPatientFeedback@nhs.net

Please note: This email address must not be used for complaints or clinical queries, these should be directed to Karen Button at the surgery

PPG – The aims of the group are to:

- ✓ Involve patients in reviewing the range and quality of services provided in order to improve such services and, at a later stage, the services commissioned by the Practice or local Commissioning Consortia;
- ✓ Help educate patients in obtaining satisfaction from the many services provided by the surgery;
- ✓ Involve patients in reviewing the range and quality of services provided in order to improve such services and, at a later stage, the services commissioned by the Practice or local Commissioning Consortia;
- ✓ Help educate patients in obtaining satisfaction from the many services provided by the surgery;
- ✓ Help provide and publish information on the full range of services provided by the surgery and associated services;
- ✓ Proactively engage patients and seek views on priorities through the review of results of national and local surveys and/or the development and use of a local Practice survey;
- ✓ Publish the outcomes of engagement and views of patients on the Practice website;
- ✓ Review the outcomes of the Practice complaints procedure with the aim of reducing incidence of complaints and negative attitudes towards the surgery by establishing the patient concept of “our surgery” not “the doctors’ surgery”;
- ✓ Feedback to any consortia patient groups (the Mid Devon Patient Forum).

When is the next meeting?

Thursday 29th June 2017

6:30pm

The Healthy Living Centre, Hemyock



Mid Devon Patient Forum

The Blackdown PPG feeds issues into the patient group that has been established around the Mid Devon locality of the Northern, Eastern and Western Devon Clinical Commissioning Group, this is Chaired by our very own Barbara Starkiss of Blackdown Support Group fame!

After a number of years of loyal attendance representing the Blackdown Practice, Roger Lambert has decided it is time to hand the baton onto another. Many thanks Roger for attending these meetings on our behalf and thank you to Ken Pearson our new representative who attended the February meeting. It was agreed at the March PPG meeting that attendance at Mid Devon meeting would be shared. Anyone interested in this should contact Karen Button.

Ken is already on the case about the Sustainability and Transformation Plans for Devon and Somerset and how they will work for cross border practices.

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