Chafford Hundred Medical Centre Patient Participation Group (PPG)

Are YOU interested in finding out more about your Practice?

Would YOU like to influence the development of local health service?

If so, we want to hear from YOU



**What does a PPG do?**

Your Local PPG

At its simplest, a Patient Participation Group is patients and GP Practice staff **working together** to help improve services at the surgery.

By being part of a PPG, patients take a more active role in the development of local health services.

**How do PPGs help improve services?**

* It improves **communication** between the Practice and patients.
* It lets staff understand how patients view the services at the Practice.
* It helps the Practice decide on what service priorities are most important to patients.
* It will give patients a forum to discuss ideas and suggestions.

**The PPG is not:**

* A forum for complaints or personal medical issues; there is already a procedure in place to deal with these.
* Meant to be run by Practice staff. The Practice will help support the PPG as much as it can, but the PPG really needs to be self-organising and led by patients.

**How to join Chafford Hundred Medical Centre PPG?**

A long as they are a patient at Chafford Hundred Medical Centre, anyone can join. If you are interested, you can contact the Practice or contact the PPG (direct contact details to follow).

**How does a PPG benefit patients?**

Benefits of a PPG

* PPGs allow patients to gain a better understanding of the Practice and what it does behind the scenes.
* They allow patients to **share** their ideas and suggestions for developing services.
* They allow patients to voice concerns about the workings of the Practice (but are not a forum to raise personal concerns or divulge private medical information).

**How does a PPG benefit Practices?**

* PPGs can help Practices decide on their health **priorities**.
* They can help provide advice and insight from the perspective of patients.
* They can improve communication with patients and staff.

Chafford Hundred PPG
aims to meet every other month. See the noticeboard or the Practice’s website for the date of the next meeting.

**Chafford Hundred Medical Centre**

**contact details:**

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Chafford Hundred

Grays

Essex

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Telephone: 01375 480000

Website: [www.chaffordhundredmedicalcentre.co.uk](http://www.chaffordhundredmedicalcentre.co.uk)

**Chafford Hundred PPG email address:**

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Find out more about patient Participation groups by

visiting the National Association for Patient Participation website: [www.napp.org.uk](http://www.napp.org.uk)