

**MOORE STREET SURGERY**  
**AGENDA PATIENT PARTICIPATION GROUP MEETING**  
**FRIDAY 2<sup>ND</sup> MARCH 2012**

**Patient Participation Group**

Thank you for expressing an interest in the group. Below is some information that will hopefully give you brief insight as to its function.

**WHAT IS THE PATIENT PARTICIPATION GROUP?**

A group of people joining together in a voluntary capacity to enhance the Practice by working alongside the doctors and nurses on behalf of and representing the patients.

**WHAT DOES IT INVOLVE?**

Primarily we do ask that members attend a PPG meeting held at the surgery (to be discussed) approximately every 12 weeks.

This is to discuss issues affecting your Practice, and helping the surgery to deliver the best service it can. Ultimately, helping patients to get the best out of their doctor and just as importantly the doctors to get the best out of their patients.

**PATIENT SURVEY**

In order to find out the views of the patients the patient group needs to devise a survey.

The following areas were suggested for questions;

- Appointment times? Employment friendly
- Continuity of care - seeing the same doctor?
- Getting through by phone
- Open question what do you as patient's want?
- Messages on scripts – do you read them
- Mediation reviews by telephone? Text reminders?