

What is the role of the Patient Participation Group?

The Patient Participation Group consists of patients who wish to be involved in their local practice whilst taking an active role in developing local healthcare services.



The purpose of the group is to facilitate patients and the practice staff working together to share ideas to help improve the services offered at the Practice in addition to sourcing out any local community services that would help enhance aspects of patients' lives.

The group will also have the responsibility of helping patients to take more responsibility for their own health, the group also offers an avenue for patients to have a say in how services are planned, developed and evaluated to foster a good working relationship with the practice staff and GPs.

What does a Patient Participation Group do?

- Help improve patients overall experience of attending the Practice
- Help the practice decide on overall service priorities
- Helps bring to the attention of practice staff the patient perspective of the level and standard of the service being provided
- Acts as the channel in communicating to patients:
 - How changes in NHS will affect service provision
 - Information on help available, support groups and networks
- Help patients understand more about their medical condition/problems
- Help patients to take on a level of responsibility in improving on their health.

Park Lodge Medical Centre Patients' Group



Telephone Number: 020 8886 6866

Fax Number: 020 8882 8884

www.parklodgemedicalcentre@.co.uk

If you are interested in joining the PLMC Patients' Group, please complete the form below and return to Reception. Applications can also be posted or faxed. Contact details are shown on the front of this leaflet.

I wish to join PLMC Patients' Group					
Title	Dr <input type="checkbox"/>	Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Miss <input type="checkbox"/>	Ms <input type="checkbox"/>
First Name					
Last Name					
Preferred contact No.:					
E-mail address					
Gender	Male <input type="checkbox"/>		Female <input type="checkbox"/>		
Age group	Under 16 <input type="checkbox"/> 16-24 <input type="checkbox"/> 25-34 <input type="checkbox"/> 35 – 44 <input type="checkbox"/> 45 – 54 <input type="checkbox"/> 55 – 64 <input type="checkbox"/> 65 – 74 <input type="checkbox"/> Over 75 <input type="checkbox"/>				
Ethnicity	White British <input type="checkbox"/> White Other <input type="checkbox"/> (Specify) Mixed Other <input type="checkbox"/> (Specify) Black/Afro Caribbean (Specify) Black British <input type="checkbox"/> Asian British <input type="checkbox"/> Asian <input type="checkbox"/> (Specify) Chinese <input type="checkbox"/> Other Group <input type="checkbox"/> (Specify) 				

Patients who register to be on the group will be notified of the date of the next meeting. Information about the meeting will also be posted on our website www.parklodemedicalcentre.c.uk

Who are the Members of the Patient Participation Group?

The group will comprise of a GP, Practice Manager, Nurse and Patients from across the surgery representing the Practice population. The fluidity of the group will allow for changes as demand requires.



What the Patient Participation Group is not about.

The group will not deal with personal medical issues or individual patient complaint as there are already existing process to handle such matters.

What are patients expected to get out of the Patient Participation Group?

- Regular meetings
- Practice Newsletter
- Information will be available in the waiting rooms at the surgery
- Information will be available on the practice website

What can all patients do to help the Patient Participation Group?



The Patient Participation Group's effectiveness is engineering the mutual working together of both patients and practice staff to achieve a common goal in the provision of the best possible service. To achieve this will require patients communicating with the group and practice staff as a whole.