



The Village Group Practice
Armthorpe Surgery and Auckley Surgery

Mere Lane, Armthorpe, Doncaster DN3 2DB
Tel: 01302 300322 Fax: 01302 300737
www.thevillagegrouppractice.co.uk



Dr. J. Velasco, Dr. M. Rahim, Dr. F. Alex, Dr. E. Okeleke

Armthorpe Surgery

Mere Lane, Armthorpe, Doncaster DN3 2DB
Tel: (01302) 300322
Fax: (01302) 300737

Auckley Surgery

41 Ellers Lane, Auckley, Doncaster DN9 3HY
Tel: (01302) 770327
Fax: (01302) 771302

Patient Participation Group

Welcome Pack





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Dear Sir/Madam,

Thank you for expressing an interest in joining our Patient Participation Group (PPG).

Our PPG is a valued part of The Village Group Practice and its main purpose is to help develop an excellent Practice for all our patients.

We would like to invite you to come for an informal chat to find out more about our PPG works and how you can help. Please phone to arrange a mutually convenient time.

We have included some information to give you an insight into the role of PPG within the Practice.

We look forward to meeting you soon.

Yours Sincerely,

The Patient Participation Group

If you are willing to help on a regular basis you may choose to be a member of our core group.

CORE GROUP

We meet at either Armthorpe or Auckley Surgery for a minimum of 4 meetings a year.

These meetings have an agenda and are minuted.

We discuss topics that are of mutual interest to the Practice and its patients.

It is an opportunity to recommend improvements to bring about positive change for the benefit of all patients and Practice staff.

We have guest speakers to inform us about local and national developments.

It helps give us a better understanding of the role/workload of a GP and Practice Staff.

Or if you would like to help occasionally you may choose to be part of a focus or virtual group

FOCUS GROUP

The group will have informal discussions and be time limited.

We meet to help the Practice further understand patients needs and increase patient satisfaction with the service they receive.

We may have a specific issue to discuss. (Eg; - diabetic care, routine screening)

We may target a particular group of patients. (Eg; - new mums, carers)

We may discuss local and national issues.

VIRTUAL GROUP

The group will complete paper or online surveys.

The group will address similar issues to the Focus Group.

The Village Group Practice Patients Participation Group

Terms of Reference

AIM

The Aim of our Patient Participation Group (PPG) is to promote a strong partnership between the The Village Group Practice (The Practice) and the Patients to the benefit of both.

OBJECTIVES

- To promote good relations between patients and the Practice;
- To make communication easier between patients and the Practice;
- To support the Practice in its objective of providing good patient care;
- To support the Practice in raising patients awareness of options for their health care;
- To make sure that patients are informed of any changes within the Practice;
- To encourage suggestions for improvement of services;
- To encourage feedback for performance within the Practice;
- To contribute to Practice decision making;
- To provide practical support and help to the Practice;
- To meet with other PPGs to share good practice.

MEMBERSHIP

Membership is open to all patients. Contribution to the PPG can be made in following ways;-

CORE GROUP

There will be a core group of members and officers.

The core group shall consist of Chairperson, Vice Chairperson, Secretary, Practice Doctor, Practice Administrator and up to 10 other members. All patient members to be self selected on a first come basis when a vacancy exists.

The core group will manage the affairs of the PPG, have voting rights and take action when required.

Membership of the core group will cease if ;-

- the confidentiality agreement is breached;
- members apologies are not received or accepted for two consecutive meetings.

MEETINGS

A minimum of 4 core group meetings will be held each calendar year. Election of officers to take place at the first meeting of the new year.

Agenda items from all patients are encouraged, these need to be submitted 3 weeks before a meeting.

Patients are welcome to observe meetings. Notification of attendance to be made prior to meeting.

MEETING CONDUCT

- We will make sure that all views are listened to with respect and understanding;
- We understand that the group is a forum for the patient voice and not a forum for individual issues/ complaints;
- We will turn our mobile phones to silent;
- We will start and finish on time and keep to the agenda.

VIRTUAL PPG

This is a group which is set up for patients who would like to be involved in the PPG but are unable to attend meetings, Communication will be via emails and/or Social Media asking for your opinion on a range of topics.

FOCUS GROUP

These will be time limited groups to ask for feedback on specific topical issues.

ADMINISTRATIVE SUPPORT

The Practice will support PPG Officers by;-

- providing stationery, printing, and postage;
- enabling PPG officers to update website and surgery noticeboards.

