

I would like to become a member of the
Summerhill Surgery PPG

Please tick the box to confirm you have read
and understood this information overleaf

Title: Mr Mrs Miss Ms Other

Name:

Address:

.....

.....

..... Postcode:.....

Age: Under 18 18-24

25-60 60-75 75+

Telephone:

Mobile:

E-Mail Address:

.....

Signature:

Date:

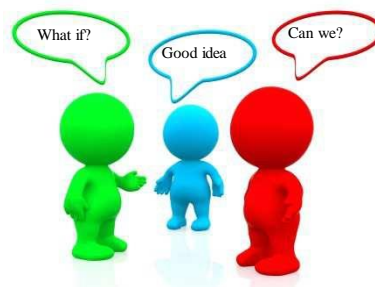
Please hand this form in at reception or
return it by post to the address opposite

Getting Involved

No training is required to become a
member of our PPG. The most important
thing is that you are keen and focused on
taking positive action to help the practice.

Be prepared to give your opinion about
the way the practice is run and any
thoughts you have on how things could be
improved—from the welcome patients get
when they arrive at the practice, to the
parking facilities or the appointment
system.

If you would be interested in getting
involved, please complete the slip opposite
and return to Reception. We will then
contact you with further details



Summerhill Surgery

Summerhill, Kingswinford

DY6 9JG

Telephone: 01384 273275

Website: www.summerhillsurgery.com

Email: bcicb.summerhillsurgery.com

Patient Participation Group Information Leaflet



Summerhill Surgery

Patient Participation Group

Who We Are & What We Do

Members of the Patient Participation Group (PPG) are volunteers who work with the practice to represent patients, offering views on the services and facilities that are provided. Patients also have the option to be involved in the wider health issues across the local area.



When do we meet?

We aim to meet bi-monthly, usually 3rd Wednesday of the month, 5.00pm to 6.30pm at the practice and details of all meetings are forwarded to members in advance.

I can't get to meetings – how else can I be involved?

If you are not able to join us at the meetings, you could always join our "virtual group" and assist the group by responding by e-mail



Who We Are Not

We are not a forum for individual agendas or personal complaints. Complaints must be made directly to the practice to comply with the standardised NHS Complaints Procedure and be handled under a strict code of confidentiality. If you have a complaint, please either speak to one of the practice team or pick up the practice information leaflet on complaints.



Future Plans

We want to encourage additional patients to join the group. It is expected that the PPG will become more visible and assist the practice with new initiatives and ideas. We always welcome suggestions and ideas that contribute to patient experience when they visit the practice. Your suggestions can be forwarded to the Practice Manager to be discussed with the PPG where appropriate.



Join our PPG

To join our PPG complete the form overleaf and hand in to reception. This does not mean you will have to attend all meetings, but there is a commitment to attend at least one group meeting per year. In addition to this, we also welcome your views and opinions via e-mail or telephone.

Data Protection

The information you provide overleaf will be used by Summerhill Surgery to contact you about our health care services, activities and events. Your details will only be used for this purpose and will not be shared with anyone else. The information you supply will be held securely and in accordance with the Data Protection Act 1998. You can opt out of the PPG at any time by informing the Practice Manager and your details will be removed