



Have Your Say Patient Participation Group

NEWSLETTER

Welcome to the Patient Participation Group Newsletter

First of all, I'd like to thank everyone who attends the meetings. I genuinely appreciate the time you give to the group, and the open communication we've built together has been fantastic. We've shared ideas, opinions, and honest feedback — which is exactly what the PPG is all about.

Together, we're helping to shape the future of the surgery by creating a space where patients and the practice can connect directly, discuss upcoming changes, and explore new ideas we may want to implement. Your involvement really does make a difference.

Over the past four meetings, we've spent time discussing the brand-new triage system that was introduced — along with the many challenges that came with it. With the PPG's involvement, feedback, and honest conversations, we've been able to shape the way the system now works. Your input has genuinely helped us refine the process and make improvements that benefit both patients and staff.

We've also talked about the practice's NHS Ambassadors and the brilliant work they do within the surgery to support our patients. There is now an information area in the waiting room where you can find everything you need to get started with the NHS App, including guidance on booking appointments, ordering prescriptions, and accessing your records. If you have any questions, just ask one of our NHS Ambassadors — they're always happy to help.

In a couple of our recent meetings, we also looked at the additional services we offer within the practice. This included hearing about our in-house Health Coach about the support he provides, as well as learning more about the role of our Care Coordinators and how they help our patients. These discussions gave everyone a much deeper understanding of the value these roles bring to the team and how they contribute to improving patient care.

If joining the PPG is something you or someone you know might be interested in, please get in touch with the surgery or complete a sign-up form. I'll then be in contact with more information. We'd love to welcome more voices and continue growing the group.