

# The Misbourne Practice



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**A PPG is a group made up of volunteer patients and members of practice staff who work together to improve the experience of patients using the practice**

Have you ever  
thought about joining  
our Patient  
Participation Group  
(PPG)?

Would you like to help  
improve your GP practice  
services?



**We are actively recruiting NEW members to join our PPG**



Scan the QR code to sign up or visit our website:

<https://www.misbournepractice.com/patientparticipationgrouppages/signup>

## What is a PPG?

The purpose of the Virtual Patient Group is to establish a platform of communication with registered patients of the Practice so that the practice and patients can share views and ideas on the services provided. We also aim for our patients and PPG members to have a better understanding and knowledge of the Practice, its staff and the services we provide.

### **Please note that the PPG is not:**

A forum for complaints: Clear ground rules are declared to ensure that PPG members do not use the PPG as a group to resolve their own personal issues and/or complaints. In order to be valuable, PPG members must have the confidence to support and challenge the practice to benefit the patient population.

### **WHAT ARE THE KEY AIMS OF A PPG:**

- To build a relationship between the practice and its patients that breaks down barriers and shares information.
- Mechanism for receiving constructive feedback to help improve practice services.
- To improve communication between the practice and patients.
- To make sure that patient feedback is listened to and that the practice and patients share the same values.
- Help patients to take more responsibility for their health and find out how to source services via the practice.
- Provide practical support, virtual support, share constructive feedback and help to implement change.