

HILARY COTTAGE SURGERY, FAIRFORD
PATIENT PARTICIPATION GROUP (PPG) NEWSLETTER
December 2012

October and November are always busy times of the month for us at the surgery as we vaccinate over 1,500 patients against seasonal influenza. If you have visited the surgery recently, you may have noticed some positive changes to the surgery waiting room area. We now have a small designated children's area with toys that can be sanitized daily in between use, 4 more comfortable chairs to complement the two existing high backed chairs with arms, a very welcome water dispenser and some high level fans to cool this area during the summer months.

These changes came about following an Action Plan devised by the Patient Participation Group (PPG) as a result of the patient survey undertaken earlier this year. The Group hopes to devise a further survey early in 2013 to review the changes made and again ask our practice population their ideas for further change. This survey will be available to complete on line via our website www.fairfordsurgery.co.uk or in the surgery.

So who are the PPG? The group was formed in October 2011. The overall aim of it is to develop a positive and constructive relationship between patients, the Practice and the community we serve, ensuring that the practice remains accountable & responsive to all its patients needs.

All registered patients are welcome to join the PPG although, in the interests of effective decision making, membership of the core group is limited to approximately twelve members. Our group endeavours to meet face to face twice a year, and the majority of our communications are via email. Patients not in the core group are welcome to join our virtual group as we would like to be able to find out the opinions of as many patients as possible.

Please either email us on hilarycottage.ppg@glos.nhs.uk or ask at reception for details on how to join, and we will be pleased to hear from you!