

Core Aims of the Patient Participation Group:

- ✓ To ensure the patients' perspective is at the heart of local healthcare provision.
- ✓ To work with surgery staff to make sure that services are of high quality and continuously improve.
- ✓ To provide support to the surgery by fostering improved communication between the practice and its patients and helping patients to take more responsibility for their health.

These aims guide the 5 areas of PPG action summarised in this leaflet.

Members of Hilary Cottage Surgery PPG:

Chair: John Read

Vice Chair : Elizabeth McFadyen

Secretary: Carol Stewart

Stephen Andrews

Margaret Bishop

Gill Northen

Ann O'Hara

Fairford Town Council member : Jennie Sanford

Chairman of League of Friends of

Fairford Hospital : Graham Hewitt

Surgery representatives attending all PPG meetings : Diane Piatek; Suzanne Sagers



Why not join 'Friends' of the PPG and get information sent straight to you? Just email us to ioin.

hilarycottageppg@gmail.com



An information leaflet from your Patient Participation Group



Planned developments for 2017/18



Hilary Cottage Patient Participation Group has a good working partnership with the surgery team. We regularly discuss and agree ways in which improvements to healthcare provision from this Practice can be supported and publicised to patients. This is a summary of what we will do in 2016/17.

1. We will ensure we are well informed of developments and best practices in GP service provision. We will use this to ask appropriate questions of the Practice and to guide the support we give.

We work with members of local and national organisations such as:

- South Cotswold PPG groups;
- Healthwatch: the consumer champion for health and social care - Gloucestershire Team
- The National Association of Patient Participation Groups.
- Organisations focused on specific areas of health e.g. heart ; dementia; cancer



2. We will encourage and support information events across a range of health and wellbeing subjects

We will work with specialist charities and local organisations to host events in Fairford and to send out information packs. These will include:



- Dementia
- Anxiety/depression
- Healthy, Active Life Styles

3. We will tell patients about developments in practice provision and local services.

We will do this by:

- helping to publicise access to clinics; to 'self help' healthcare talks at Cirencester hospital etc.
- working with the practice to help patients to know use services provided through the web site;
- sending information out through local groups such as the League of Friends and University of the Third Age (U3A); local magazines; the Facebook page 'What's new in Fairford and Surrounding area?'

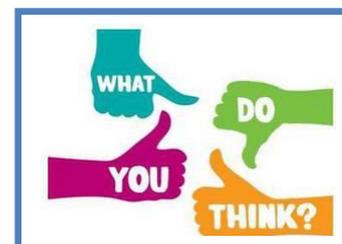


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4. We will develop ways in which the Practice can receive and act on the views of patients and carers

We seek and use patient feedback from a range of sources including:

- Coffee mornings and events
- Talking to patients during PPG Awareness Week
- Via the PPG email address on this leaflet



5. We will represent patient views as required, to both the surgery and to external bodies.

We will:

- ensure patients' needs are considered in the development of Practice systems and when participating in county 'pilot' development work e.g. appointment systems; 'frailty' project.
- represent patient views in our work with Healthwatch Gloucestershire and to Care Quality Commission inspectors