

I would like to become a member of the Willowbrook Medical Practice PPG

Please tick the box to confirm you have read and understood the 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

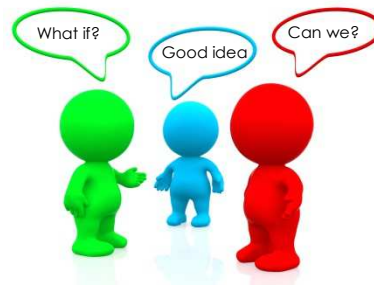


Getting Involved

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



Willowbrook Medical Practice
Brook Street, Sutton in Ashfield,
Nottinghamshire, NG17 1ES
Telephone: 01623 440018
Website: www.willowbrookmp.co.uk

Patient Participation Group Information Leaflet



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 Mid-Nottinghamshire.



When do we meet?

We aim to meet bi-monthly, usually 2nd Monday of the month, 6.00pm to 7.30pm 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.



Joining 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 Willowbrook Medical Practice 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.