



RIVERSIDE & COURTYARD SURGERIES (ALBION MEDICAL GROUP)

Patient Representative Group (PRG) and Patient Participation Group (PPG) Background information

For some years Riverside & Courtyard Surgeries in Horsham have had a Patient Reference Group (PRG) which has functioned for the most part as a virtual on-line group. The PRG has, however, met once a year to review the annual patient satisfaction questionnaire and to discuss with the practice what improvements to its service provision might be desirable.

Since 2013, however, when Clinical Commissioning Groups (CCGs) were introduced, the Department of Health/NHS has encouraged a much greater emphasis on patient engagement and participation in determining how clinical services are best delivered at both at primary and secondary levels. The focus of patients' engagement has therefore been broadened to encompass not just views on their own GP practice but also on health provision as a whole.

A major component of the impetus to achieve enhanced patient engagement and participation has been the creation by CCGs of their own Clinical Patient Reference Groups (CPRGs). Horsham and Mid Sussex CCG, of which Riverside & Courtyard Surgeries are a member, has its own CPRG comprised of patient representatives of the practices within the CCG area. This meets monthly to be updated on the latest developments and provide a patient view on developing service provision.

To ensure that the CPRG can best fulfil its function, it is important that its practice representatives have an effective mechanism for liaising with the patients from their own surgery. This entails a greater degree of engagement than has been the case in the past and means that Patient Reference Groups which have historically existed primarily on a virtual, practice-focused basis cannot easily meet the new engagement requirements.

Against this background Riverside & Courtyard Surgeries are therefore establishing a new Patient Participation Group (PPG) which will have an enhanced level of engagement with its patients and which will not only continue to work with the practices to review its own services but which will also be able to offer views on health service provision within the locality generally.

Our Aims moving forward are to:-

- Provide the patient's perspective - give them a voice to make constructive suggestions to the Practice Management team of ways to enhance the operation of the surgery for the benefit of the patients.
- Promote Health matters - encourage and develop a self-care mentality
- Improve internal and external communications
- Enhance the patient experience and influence the development of services in the medium-long term based on patient feedback.

We would like to assure you that membership of the PPG will not be time-consuming, so if you are interested in joining our PPG simply complete the application form attached and email it to: ppgriverside@gmail.com or return it to the surgery reception.

Application forms can also be found on our websites at

www.riversidesurgeryhorsham.co.uk - Home page / Patient Views

<http://www.courtyardsurgery.com> - Home page / Patient Participation Group



RIVERSIDE & COURTYARD SURGERIES (ALBION MEDICAL GROUP) PATIENT PARTICIPATION GROUP (PPG) REGISTRATION FORM

Name	
Address	
Post Code	
Email address	

The additional information requested below will help us to try and ensure that the PPG comprises a representative sample of the patients who are registered at this practice.

Are you? Male Female

Age: Group	Under 16		17 - 24	
	25 - 34		35 - 44	
	45 - 54		55 - 64	
	65 - 74		75 - 84	
	Over 84			

Are you a Carer? Yes No (please circle)

To help us ensure our contact list is representative of our local community please indicate which of the following ethnic backgrounds you would most closely identify with:

White		
British Group	Irish	
Mixed		
White & Black Caribbean	White & Black African	White & Asian
Asian or Asian British		
Indian	Pakistani	Bangladeshi
Black or Black British		
Caribbean	African	
Chinese or other ethnic Group		
Chinese	Any other	

I would like to put my name forward for consideration to be a member of the PPG committee:

YES NO

Do you consent to your contact details being shared with the PPG chair and other PPG members	Yes No
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Thank you for your interest in joining the Riverside & Courtyard Surgeries Patient Participation Group and for completing this form. Please either hand it at the surgeries or email to ppg.riverside@gmail.com F.A.O of Evelyn Rock (PPG Chair).

***Please note: no medical information or questions will be responded to.** The information you supply us with will be used lawfully, in accordance with the Data Protection act 1998. The Data Protection Act 1998 gives you the right to know what information is held about you, and sets out rules to make sure that this information is handled properly.*