

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

Name:

Address:

Date of Birth:

Contact Number:

Email Address:

Signature:

Date:



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 appointments or facilities.

We would also like to invite patients from the LGBT community to become members as we are interested in your experiences in General Practice.

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.

Albion Medical Practice

1 Albion Street,
Ashton under Lyne
Lancashire
OL6 6HF.

Phone: 0161 214 8710

Fax: 0161 214 8715

E-mail: prescriptionsalbionmedical@nhs.net

Albion Medical Practice

Patient Group

It's your practice—have a voice



About PPG's

Patient Participation Groups have a vital role in enabling practices to learn from the experience of their patients and can encourage continuous improvement to both services and the quality of patient care.

How we operate:

We mainly run a 'virtual' group, meaning that a lot of our communication is done by email. We also meet up once or twice a year to discuss current issues, projects etc. with the group and ask for comments and feedback. Members of group are encouraged to add items to the agenda for these meetings which are very informal and are held in the practice.

The aims of our PPG are:

To encourage a positive relationship between the patients and the surgery staff, both medical and administrative.

To have a voice for the patient in the practice.

To be realistic about what you can achieve and look for small changes that can make a real difference to the patient experience.

To work constructively and positively, to help identify solutions and to work in partnership with the practice and other local organisations.

To encourage patients to engage in their own healthcare.

What we don't do:

We are not a group dealing with personal medical issues and complaints. These are personal to you and must be dealt with by the professionals, who are there to help you (GP's, Nurses, practice staff).

There are already procedures in place to deal with medical issues and complaints.

Some of things we do:

- We ask for idea's or information you would like to see in the practice newsletter.
- We talk about how to engage our patient population and encourage them to use things like Patient On-line Access and the Electronic Prescription Service.
- We ask for feedback on our services, appointment systems etc.
- We talk about what's happening within the practice with regards to staff, services and current projects.
- We discuss patient feedback through Friends & Family and any patient survey results.



*Your choice on how to participate:-
Emails, meetings or general correspondence*