



To get involved and have your say...

Join us!



When?

Every 3rd Wednesday

What time?

6.30pm

Feedback

Forms and the post box are in reception.

Stonefield Patients Group



Stonefield Patients Group...Welcome!

The group was formed by patients in 2012 and is your patient participation group (PPG) representing your 'voice' at Stonefield Street Surgery and offers the opportunity for you to be involved with the provision of services at the surgery.

The aim of the group is to:

- ❖ improve communication
- ❖ ensure all patient/carer perspectives are heard
- ❖ work with the surgery to improve standards

These groups have been described as 'critical friends'. We are one of many across the borough and the country.

The group meets once a month and is also attended by the Practice Manager who gives updates on the services and any issues affecting the practice. Where it is felt necessary, the group occasionally invites members of the medical and nursing staff to discuss specific matters. Minutes of the meetings are available on the noticeboard in the surgery and on the website.

There are five key areas in which the group works with the surgery to enhance patient care and ensure that services are 'patient-centred'.

Feedback

This system aims to improve communication with the surgery and provides an important opportunity for patients/ carers to share their concerns or experiences, good or bad, in a constructive way. This is a highly valued part of quality improvement at the surgery. Forms are available in the surgery next to the feedback post box situated at the reception desk.

Topic of the Month

This is chosen by the group in collaboration with the surgery and promoted through our noticeboard and website.

Health and Well-Being Awareness

This involves providing information which helps patients/carers to help themselves to manage their own health, their own illness and develop increased awareness of how to stay well. Information can be found in the surgery on our noticeboard, the carers board and on our website.

The Expert Patient Programme is an approach designed to help patients understand their illness and how best to manage it. Ask at the surgery for details or go to our website.

Healthcare Service Awareness

Understanding how local and national health services operate and the changes that affect healthcare provision ensures we have an

effective voice. This is important in helping patients/carers stay safe when accessing services and managing their own health.

Patient Group Recruitment

Patients/carers of all ages over 16 years are encouraged to get involved and join our meetings each month at the surgery. You can be as involved as much or as little as you wish. We always seek new ideas to help to keep our patients/carers informed and stay well. Refreshments are provided. Details are on the reverse of this leaflet.

Some Useful Pointers

The procurement system of service provision now in practice means that the clear identification of service providers has become more complex and patients/carers are advised to enquire who provides health services in the community and hospitals.

Organisations you may have heard about:

- ❖ CCG (*Clinical Commissioning Group*)
- ❖ NHS England
- ❖ CQC (*Care Quality Commission*)

Patient groups:

- ❖ NAPP (*National Association Of patient Participation*)
- ❖ PALS (*Patient Advice and Liaison Service*)
- ❖ Healthwatch