



# Fowey River Practice Patient Participation Group

## Newsletter 1

1. A **Patient Participation Group** (PPG) has been set up at Fowey River Practice to:

- Provide a forum for patients and practice staff to collaborate in planning new health services, developing existing services, and encouraging self-care and well-being.
- Work together to ensure the best possible provision of medical services to patients.

Membership is free and open to all registered patients and members of staff at Fowey River Practice.

**A PPG is NOT a channel for complaints. There is a system in place for dealing with complaints, details of which may be obtained from the surgery or online.**

2. We would like to encourage other patients to join us, either as a committee member, or as a virtual member online.

**Committee members:** patients who (where possible) reflect the demographic and cultural profile of the practice. Members attend meetings to discuss opinions and ideas with the practice staff, to help improve services to patients.

*The committee meets once a month on the first Wednesday in the month at 6pm at Par Health Centre.*

**Virtual members:** up to 100 patients, again (where possible) reflecting the demographic and cultural profile of the practice, and shall be people who are happy to be contacted via email for their opinions and ideas. This could be in the form of short surveys or questionnaires, possibly 4 times a year.

Email addresses and details will be kept in the strictest confidence, and not passed to anyone else. You may resign at any time, and your details will be deleted immediately from our Virtual membership list.

3. **Opinions: Even if you do not want to join as a 'member', we welcome constructive thoughts, ideas and opinions from any patient.**

Demography: We would like representatives from all ages, ethnicities, sexes and areas within the practice. Areas: Par, Fowey, Polruan, any place within the practice area.

Age groups : under 16, 17-24, 25-34, 35-44, 45-54, 55-64, 65-74, 75-84, 85 and over.

Different ages and areas have differing medical needs, and we would like to ensure these needs are met by having representatives to speak for you.

4. **Contact us:**

- By email: [frp.ppg@gmail.com](mailto:frp.ppg@gmail.com)
- Leave a letter addressed to us with the surgery receptionists.
- Fill in a form with your details and contact address, hand to receptionist, and we will reply ASAP.

5. **Clinical Commissioning:** Started on 1<sup>st</sup> April 2013 and is a new system of funding.

All NHS GP medical practices are now given a budget to pay for services for medical care. This will directly affect any care you receive. From blood tests to hospital appointments, they will have to be paid for from the budgets. Our Practice is keen to set up services to get the best possible care for you, but will need your opinions on what and where. This is where the PPG can speak for you.

For example: to save the trip to Truro for osteo-skeletal appointments, our practice has organised for clinics to be held at St Austell hospital.