

Signing Up for Our Patient Participation Group



If you would like to join our PPG, please complete this form and email this form to cranborne.reception@dorsetgp.nhs.uk or hand it into the Reception at your Surgery.

Title: Mr Mrs Miss

Name:

Email Address:

Telephone:

Postcode:

Surgery usually attended

Cranborne Lake Road Either Cranborne or Lake Road

Our Patient Participation Group works with the Practice to help staff improve the quality of healthcare and respond to patient needs.

I confirm I have read the PPG Charter on Page 2 of this form overleaf.

General Data Protection Regulation (GDPR) as applicable from 25th May 2018

I agree to allow my personal information to be stored by The Cranborne Practice Patient Participation Group (PPG) so that I may receive information about the PPG and the Practice. I understand that The Cranborne Practice PPG is committed to protecting my privacy and will use my information lawfully in accordance with the Data Protection legislation for the purpose set out in this form.

My information will be held securely. My information will not be shared with other organisations without my consent. It will only be accessed by The Cranborne Practice PPG Chairperson and authorised persons involved in the projects I have specifically asked to be involved in.

Please tick to provide your consent to store your information as outlined above and give The Cranborne Practice PPG permission to contact you and provide you with information about the PPG and the Practice.

When completed, please email this form to cranborne.reception@dorsetgp.nhs.uk or hand it into the Reception at your Surgery.

Thank you

This form is also available on The Cranborne Practice website at www.thecranbornepractice.co.uk.

Please note that we will not respond to any medical information or questions received through the PPG.

By using this form, you will be sending information about yourself across the Internet. Whilst every effort is made to keep this information secure, you should be aware that we cannot offer any guarantees of absolute privacy. If this matter concerns you, then you should use another method to notify us of your details.

The Cranborne Practice Patient Participation Group (PPG) Charter



Who are we?

We are volunteer patients who work with the managers and clinicians at The Cranborne Practice and Lake Road Surgery to support and promote the best possible health care for all patients. We act as the patients' "voice" in seeking to influence the service which the GP Practice gives to its community.

What do we do?

- We meet four to five times a year. Where face to face meetings are not possible, the Group meets using video conference technology. The online meetings are recorded.
- We contribute to and are kept informed of GP Practice decisions.
- We participate in two-way communication with both the Practice and NHS Dorset to positively influence the provision of health services in the locality.
- We promote the needs of the community by encouraging and supporting activities within the GP Practice and the Primary Care Network to encourage preventative medicine and healthy lifestyle choices.
- We promote and encourage the use of online services and Digital Healthcare apps.
- We share news of the work of the PPG with the community in a variety of ways including The Cranborne Practice website, social media, posters and leaflets.
- We ensure that patient information and advice are readily available and clearly presented.
- We maintain an Action Plan with defined actions, roles and responsibilities which is reviewed at each meeting.

Who Can Join the PPG?

Any registered patient of The Cranborne Practice over the age of 18 may become a member of the PPG. Our PPG includes various ages, experiences and backgrounds, so we all bring something different to the PPG. Patients can choose to attend the regular meetings and / or join the PPG Facebook Group.

How will the GP Practice be Represented?

A designated senior representative of the Practice Management team will attend all meetings. Other GP Practice staff, including clinicians, may attend.

What are the Ground rules?

PPG members appoint a Chairperson for three years. The role of the Chairperson is to facilitate PPG meetings, ensuring that the Group functions appropriately, that there is full participation during meetings, that all relevant matters are discussed and that effective decisions are made and carried out.

A meeting agenda is published on the Practice website and circulated to all members and invitees at least three working days before each meeting. Minutes are distributed to the members (and published on the Practice website) following the meeting together with the recording if the meeting was online.

The members of the PPG maintain confidentiality and will always act in the best interest of the patients free from bias or discrimination.

PPG members have no part to play, nor will they become involved in, patients' personal medical matters.

PPG members are committed to open, respectful and constructive discussions – meetings are not a forum for individual complaints and single issues.