

Saltscar Surgery Patients' Participation Group (PPG)

The Secretary,
Saltscar Surgery PPG
Kirkleatham Street
Redcar TS10 1UA



What is the PPG?

It's the Patient Participation Group, a group of up to 15 Saltscar patients who work with the Practice to improve services and represent patients' interests. The group is a member of the National Association of PPGs.

What does it do?

In recent months the PPG . . .

- Surveyed patients about how they used the repeat prescription service.
- Produced the monthly Newsletter.
- Helped to improve same day access to nurses and nurse practitioners.
- Suggested improvements to the appointment system and assisted at flu clinics.
- Worked with surgery staff to update the Practice's information leaflets and 'Welcome' pack for new patients.
- Produced a series of posters about the triage appointment system.
- Produced a special information sheet advising when to see a GP and when to visit an Accident & Emergency unit.

The PPG has links to the NHS governing body on Teesside, the Clinical Commissioning Group and supports national and local NHS initiatives.

What's it doing next?

- The PPG continues to assist in developing Saltscar Surgery's new web site with its new address, www.saltscarsurgery.nhs.uk and helps use the local press to provide patient information to a wider audience.
- The PPG helps to promote self-care to try to reduce the demand on doctors, making it easier to access routine appointments.
- PPG members attend each month to distribute information leaflets and listen to patients' comments and suggestions.
- New members are always welcome to join the group. Your views and opinions matter!
- Members assist at mass clinics for shingles and flu jabs.

Saltscar is a **GOOD** surgery!

The PPG worked closely with Saltscar doctors and staff to as they prepared for the inspection. We are delighted to report that the **CQC rated the practice as GOOD in all aspects of its treatments, policies, procedures and facilities.**

This rating is highly commendable and we congratulate all the doctors and staff. *Well done one and all!*



When & where does the Patients' Group meet?

The PPG meets on the first Wednesday each month for about an hour in the surgery offices and keep in touch by email between meetings.

Who can join the group?

You, if you are a Saltscar patient over 16 years.

How do I join?

Leave a note at the reception desk marked 'PPG' with your contact details so that we can send you information about the next meeting.

You can make a difference!

Join the group and support your PPG, the Saltscar Practice, the NHS and other patients.

