

**I would like to become a member of the  
Yardley Green Medical Practice PPG**

Please tick the box to confirm you have read and understood the information overleaf

Title: Mr Mrs Miss Ms Other .....

Name: .....

Address: .....

.....

.....Postcode: .....

Date of Birth: .....

Telephone: .....

Mobile: .....

E-Mail Address: .....

.....

Signature: .....

Date: .....

Please hand this form in at reception or return it by post to the address opposite

**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. This is from the welcome patients get when they arrive at the practice, to the parking facilities or the appointment system.

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



**Yardley Green Medical Centre,**  
77 Yardley Green Road,  
Bordesley Green,  
B9 5PU  
Tel: 0121 773 3737  
Fax: 0121 772 2392  
[www.ygmc.co.uk](http://www.ygmc.co.uk)



**PATIENT  
PARTICIPATION  
GROUP (PPG)  
INFORMATION  
LEAFLET**



**YARDLEY GREEN  
MEDICAL CENTRE**

## Yardley Green Medical Centre Patient Participation Group

### **Who We Are & What We Do**

Members of the Patient Participation Group (PPG) are volunteers who work with the practice to represent patients, offering views on the services and facilities that are provided.

Here are some activities in which the Group is currently engaged:

#### Providing feedback

On services provided and ways of improving these

#### Improving practice facilities

Waiting room layout, consulting room numbering

#### Providing information

Assisting with the production of leaflets for patients

#### Carrying out surveys & research Patient satisfaction surveys

We aim to meet quarterly and details of all meetings are forwarded to members in advance. If you are not able to join us at the meetings.

### **Who We Are Not**

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 (Doctors, Nurses, practice staff).

There are already procedures in place to deal with these:

#### Medical Issues:

These should be discussed with the Doctor or Nurse who is treating you.

#### Complaints:

These should be addressed to the Practice Manager in the first instance.

### **Future Plans**

We hope to broaden our PPG over the coming months and recruit additional patients to the group. It is expected that the PPG will become more visible and assist the practice with new initiatives and ideas.

Please feel free to share any comments or suggestions you may have with us. These can be forwarded to the Practice Manager and will then be discussed with the PPG where appropriate.

We shall endeavour to answer or put into practice your suggestions. If this is not possible, we shall respond to you and provide a reason.

We look forward to hearing your suggestions in the near future.

## Yardley Green Medical Centre PPG Interest Slip

Please read the information below and complete the slip overleaf if you wish to be contacted with further information regarding our PPG.

### **Joining our PPG**

By completing the form overleaf you are committing to joining our PPG. This does not mean you will have to attend all meetings, but there is a commitment to attend at least one group face-to-face meeting per year. In addition to this, please be prepared to share your views and opinions via e-mail or telephone.

### **Data Protection**

The information you provide overleaf will be used by Yardley Green Medical Centre to contact you about our health care services, activities and to inform you of the ways in which you can become involved. Also, we shall inform you of any events being run by any of our partner agencies.

Your details will only be used for this purpose and will not be shared with anyone else. The information you supply will be held securely and in accordance with the Data Protection Act 1998. You can opt out of the PPG at any time by informing the Practice Manager and your details will be removed.