



***Supporting St Lawrence Surgery
as a centre of excellence
in the heart of your community.***



Registered charity number 1064542

Background

Our Patient Participation Group (PPG) was set up in 1996 to improve and extend the facilities to our patients in partnership with the surgery. Patients were invited by the GPs to form a committee to start the group and subsequently a constitution was agreed.

Who We Are

Members of the Patient Participation Group (PPG) are volunteers who support and influence healthcare at St Lawrence Surgery by offering the patient's perspective' and acting as a 'Critical Friend'.

PPG Management

The PPG is managed by a Committee, which supports the officers, namely the Chair, Secretary and Treasurer. The Committee is elected at the Annual General Meeting.

The Practice Manager regularly attends Committee meetings together with one of the GPs. The PPG prides itself on working collaboratively with the surgery team.

The PPG is affiliated to the National Association for Patient Participation (NAPP) and is governed by the rules of that registered charity.

When We Meet?

The Committee meets formally 6 times a year to provide input and feedback into the development of services at the surgery and to discuss fund raising activities. Focus groups meet in between and report to committee meetings.

What We Do

Our purpose is:

- To help improve the experience of patients attending the surgery.
- To share ideas to help patients to take more responsibility for their own health and to help improve the services offered by the practice.
- To support the surgery to organise information sessions on medical and health related topics of interest to patients.
- To develop self-help projects to meet the needs of patients and make best use of GP time.
- To provide a forum to ensure patients are kept informed about the wider changes within the NHS and Social Care and the impact these will have locally.
- To act as a representative group that can be called upon to influence the local provision of health and social care.
- To improve communication through the practice website as well as through noticeboards, emails, texts and social media.
- To raise funds to enable the practice to purchase equipment for patients that are not normally funded by the NHS and to support and improve the work of the surgery.
- To liaise with other PPG groups and interested parties to increase awareness of developments and how these will impact and improve local services.

What the PPG Doesn't Do

We do not deal with personal medical issues or complaints, as there are already well-established procedures that deal with these.

Our Achievements

Since the Group's inauguration we have been involved in a range of developments including:

- A new website: www.stlawrencesurgery.com giving useful medical information about a range of health issues including our own PPG page which is kept updated regularly.
- Online booking of appointments and repeat prescriptions.
- Texting service to patients to remind them of their appointments or to send messages out.
- Holding weekly walking groups for all abilities.
- Holding weekly singing groups for all abilities.
- Holding weekly social groups (with transport if required). Everyone welcome.
- Arranging annual community events promoting health and wellbeing.
- Working in partnership with the St Lawrence SEN Group (children with additional needs and their carers).

We have also purchased a whole range of equipment not normally funded by the NHS, to support and improve the work of the surgery.

These include:

- Electric podiatry chair
- 4 Ophthalmoscopes (eye equipment)
- Courtyard sculptures
- Surgery photographs
- Electric couch
- Water dispenser
- Atrial fibrillation device (heart equipment)
- Doppler equipment (leg pulses equipment)
- Self care leaflets

How can I become a member?

All patients of St Lawrence Surgery automatically become members of the Patient Participation Group. There is no training required, membership or joining fee.

If you wish to help at events, join the Committee, help with fund raising or find out more, please leave your details at reception for the attention of the PPG Secretary.

We are especially keen to recruit younger patients as well.

Children and Young People with Special Needs

Families who have children with special needs have worked in partnership with the surgery and PPG to produce a medical passport and booklets. These have been tailored to the surgery with pictures explaining what happens when a child visits the surgery. These have proved invaluable for the GPs and Nurses within the practice. The document is completed by the parent/carer and scanned onto the child or young person's record. This enables the GP or Nurse to access additional information, which will help the consultation go more smoothly.

Please visit the unique Facebook page for regular updates on support meetings and events.

St Lawrence SEN Parent/Carer Support on

<https://www.facebook.com/St-Lawrence-SEN-ParentCarer-Support-736467726482694/>