

I would like to become a member of North House Surgery PPG

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

Title: Mr Mrs Miss Ms Other

Name:

Address:
.....
.....

Postcode:

Age: Under 18 18-24 25-60
60-75 75+

Telephone:

Mobile:

E-Mail Address:

Signature:

Date:

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

We need you!

We are keen to recruit younger people and parents of school age children, as we do not have your voice in our group.



Data Protection

The information you provide will be used by North House Surgery to contact you about our health care services, activities and events.

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.

Patient Participation Group Information Leaflet



North House Surgery
Hope Street
Crook
Durham
DL15 9HU
Tel: 01388 762945

<https://www.northhousesurgery.org.uk/>

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.



When do we meet?

We aim to meet bi-monthly, at Crook Community Leisure Centre and details of all meetings are forwarded to members in advance.

I can't get to meetings – how else can I be involved?

If you are not able to join us at the meetings, or are caring for someone and unable to leave them, you could always join our “virtual group” and assist the group by responding by e-mail



Who We Are Not

We are not a forum for individual agendas or personal complaints. Complaints must be made directly to the practice to comply with the standardised NHS Complaints Procedure and be handled under a strict code of confidentiality. If you have a complaint, please either speak to one of the practice team or pick up the practice information leaflet on complaints.



Future Plans

We want to encourage additional patients to join the group.

It is expected that the PPG will become more visible and assist the practice with new initiatives and ideas. We always welcome suggestions and ideas that contribute to patient experience when they visit the practice.

Your suggestions can be forwarded to the Practice Manager to be discussed with the PPG where appropriate.

Who can join the PPG

Anyone!

Anyone, that is, who is registered with the practice.
To join our PPG complete the form overleaf and hand in to reception or alternatively visit the Patient Participation Group page on our website,
<https://www.northhousesurgery.org.uk/patient-participation-group>
and complete the online form.

This does not mean you will have to attend all meetings, but there is a commitment to attend at least three group meetings per year. In addition to this, we also welcome your views and opinions via e-mail or telephone.



Be prepared to give your opinion about the way the practice is run and any thoughts you have on how things could be improved—from the welcome patients get when they arrive at the practice, to the facilities or the appointment system.