

Beauchamp House Surgery: Patient Participation Group: Aims and Objectives

Aims

1. To contribute to the continuous improvement of services to all patients.
2. To facilitate the increased effectiveness of the practice in the delivery of services to patients.
3. To encourage patients to take more responsibility for their own health and facilitate the means to do so.
4. To foster improved communication and build a positive relationship between practice staff and patients.
5. To provide practical support and help to initiate and implement change when appropriate and in patients' best interest.
6. To keep abreast of national changes so as to be prepared and maximise opportunities as they materialise.

Objectives

1. To set up and maintain a sustainable, diverse and proactive PPG that will be an effective vehicle for patient participation in the improvement of services.
2. Minimise waste of time and energy by using imaginative and holistic ways to streamline services without compromising care.
3. To identify where patients' understanding and knowledge of their health can be improved and employ the most effective means to disseminate information and learning, enabling and promoting greater personal responsibility.
4. To identify possible barriers between patients and practice staff; and check that patients feel listened to.
5. To develop a process whereby patients and staff may suggest changes in practice policies and procedures, may be consulted and kept informed of changes and understand how they can best influence decisions.
6. To dedicate resources to ensure the right people keep abreast of the national agenda and inform the PPG in a timely way so they can make positive decisions and keep patients informed.

Agreed at a meeting of the core group held on 30th September 2011

To be reviewed September 2012