

# Application Form

**I would like to become a member of the Birchwood Surgery Patient Participation Group**

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

Title:    Mr            Mrs            Miss  
                 Ms  
                 Oth-

er.....

.....	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Name.....

.....  
.....Address.....

.....

.....

.....

.....

.....Age -

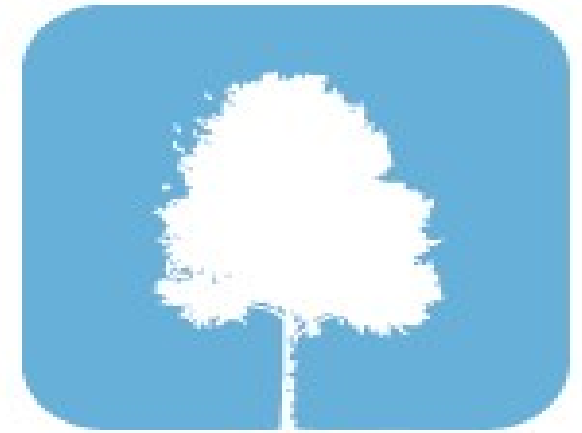
## What do current members think of the

“I initially found out about and joined the PPG because I was dissatisfied with the service I’d received. After my first meeting, all of my preconceptions had changed; I realised that they’re a dedicated and passionate group of individuals with the best interests of the patients (and staff) centric to all they do. I’m proud to be a member of this body and

“I have found it very informative and helped me understand the issues associated with running the surgery. Seeing first-hand how things are dealt with and re-

## Help us, help you!

Birchwood Surgery  
232-240 Nevells Road  
Letchworth Garden City  
Hertfordshire  
SG6 4UB



**B I R C H W O O D**  
**S U R G E R Y**

*Information Leaflet*

# Patient Participa- tion

# What is a Patient Participation Group?

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. Patients also have the option to be involved



in the wider issues across North Hertfordshire.

## When do we meet?

We aim to meet at the practice at least 4 times a year. We usually hold the meetings on a Tuesday evening from 6pm onwards. The meetings

## What are we 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 the practice team or pick up the practice information leaflet on complaints.

## What do we have planned for the future?

We want to encourage additional patients to join the group. It is expected that the PGG will become more visible and assist the practice with new initiatives and ideas.

We always welcome suggestions and ideas that contribute to the patient experience when you visit the practice. Your suggestion can be forwarded to the Practice Man-

## Joining our PPG

To apply to join our PPG, please complete the form overleaf and hand it in to our reception team. Please be aware, this does not mean you will automatically be granted a place on the PPG.

We aim to have up to 10 members in our group.

We will review your application and touch base if you



are successful.

## Data Protection

The information you provide overleaf will be used by Birchwood Surgery GP