

CERNE ABBAS SURGERY PATIENT PARTICIPATION GROUP

MISSION STATEMENT

Cerne Abbas Surgery Patient Participation Group (PPG) is a group of active volunteer patients working in partnership with practice staff to ensure that the patient's perspective is at the heart of local service provision, to help patients become partners in their own healthcare and to provide appropriate support to practice teams.

Our PPG aims to:

- Encourage and enable the practice team to be proactive in providing services that truly reflect patients' needs and preferences.
- Foster better communication with the wider patient population.
- Empower patients to have a voice via the PPG, but also to make them aware of their responsibilities as partners in their own healthcare.

We propose to achieve these aims by:

- Becoming active advocates for the practice and the services it provides.
- Acting as a 'critical friend' of the practice and to provide a patient's perspective to practice staff.
- Early highlighting of potential risks and problems from a patient perspective.
- Carrying out surveys, monitoring services to ensure that they respond to patients' stated needs and priorities and checking that resources are used efficiently, based on patients' feedback and insight.
- Assisting at/organising health promotion events to help patients make informed decisions and to encourage them to share responsibility for their own healthcare.
- Encouraging all forms of communication to be in 'Plain English' whenever possible and reducing unnecessary jargon.
- Consulting, co-operating, sharing ideas and working with other PPGs and relevant organisations, where mutually beneficial, and attending appropriate meetings and training sessions.

We believe in the following principles and values:

- Mutual respect between patients and our practice team. This includes listening to and genuinely respecting each other's opinions.
- Listening to and learning from comments, whether critical or complimentary, in a blame free environment.
- Making a real commitment to remove unnecessary barriers to communication between patients and the practice team.