

Church Street Surgery Patient Participation Group (PPG)

Be part of the conversation
Help us shape the future of our practice

Run by Patients, for the Patients





Patient Participation Group (PPG)



What is a PPG?

A Patient Participation Group (PPG) is a volunteer group of patients who work with their practice to improve the patient experience.

Your ideas, feedback, and insights can help shape how our practice runs from appointment systems, healthcare initiatives to community wellness programs.

Joining a PPG

Are you a patient at Church Street Practice and passionate about healthcare in our community?

Then we'd love you to join our Patient Participation Group (PPG) and help make a real difference.

No special training or experience needed — just enthusiasm and a willingness to share your ideas!

What We Do

The PPG meets regularly with our practice staff to explore how patient services can be as supportive & effective as possible.

Together, we aim to:

- **Raise patient awareness** about how our practice operates & the vital role clinicians and practice staff play
- **Support** health promotion events from healthy lifestyle workshops to diabetes awareness clinics or mental health support sessions.
- **Educate patients** on ways to improve their health & wellbeing, before they need us
- **Help patients get the best from the NHS**, with guidance on accessing services & resources
- **Elevate the patient perspective** into practice decisions & improvements





Roles & Responsibilities



PPG Chair

- Liaise with Practice team to set agenda & updates
- Lead & facilitate meetings ensuring members can contribute
- Ensure meetings are focused & agenda items are covered
- Ensure actions are recorded & followed up

PPG Committee members

- Work with Chair to ensure the group runs smoothly
- Support recording and circulation of minutes & actions
- Action communication such as newsletters or posters to supporters & wider community
- Respect views of others and work to find solutions

PPG Supporter

- Commit to attending annual meeting
- Support group initiatives and action plan
- Contribute ideas
- Inspire action by encouraging members to get involved

Practice Management

- Work collaboratively with the PPG committee and supporters to promote PPG initiatives
- Act as liaison between practice & PPG
- Share practice updates, responses to questions & feedback
- Assist with communications to PPG members & patients
- Support with logistics for meetings and events

GP Partner

- Attend meetings to represent the Partnership
- Provide clinical insight & expertise to healthcare priorities
- Advocate for the PPG within the Practice
- Show commitment to listen & act on patient feedback & ideas



What a PPG is Not

It's not a forum for personal complaints or medical issues instead it's a positive space to share ideas, help improve practice services, and make a real difference to our community.

Looking Ahead

Our next steps include:

- Hosting monthly Patient Feedback events at Haymeads Health Centre
- Expanding our community group
- Strengthening digital communications with patients



Get Involved

Ready to make a difference? Register your interest on our website to become part of the PPG. Everyone is welcome, whether you simply want to share your ideas or have specific experience or skills that could benefit our community. Together, we can continue shaping a practice that supports the health and wellbeing of our patients.

Scan the QR code or visit
our website to find out more
and register your interest



Find out more about PPGs at
 **the patients association**
Listening to patients, speaking up for change.



 **NHS**
Church Street Partnership
Hertfordshire and West Essex ICB