

Welbeck Road Virtual Patient Participation Group (VPPG)

PURPOSE

The purpose of the Welbeck Road Health Centre & Glapwell Virtual Patient Participation Group is to establish a system of communication with registered patients in the Practice so that their views and concerns are fed back to the GP partners, Business Partner and general staff interested. We also aim for our patients and VPPG members to have a better understanding and knowledge of the practice, its staff, and our viewpoint.

STRUCTURE

The structure is comprised of a Virtual Patient Participation Group, with communication between the group and the Practice quarterly via Microsoft Teams and the secure email address **ddicb.wrhcpatientinformation@nhs.net**

THE KEY POINTS

- ◇ The group will aim to represent the diversity of our practice population
- ◇ Create and improve two-way communication between patients, the practice and the community it serves
- ◇ To bring a sense of partnership between the practice and patients
- ◇ Provide an avenue for patients' input in to the way facilities and services are planned & executed, and to add humanity to and influence to those services
- ◇ Provide constructive feedback on patient and the communities needs, concerns and interests
- ◇ Support the practice in good health promotions, preventative medicine and health literacy
- ◇ Collect patient opinions and experiences to help the practice evaluate its services
- ◇ Communicate to the practice community and/or the wider community, information about the practice
- ◇ The practice does not expect membership of the group to take up too much of the members time, unless the member chooses to give more
- ◇ Members may be asked to complete brief online surveys which will be fed back to the practice. The results will be used to help the practice plan and prioritise areas for the practice to develop and improve in the future. These priority areas can then be explored and this group enables us to ask a wider audience for their opinions.

- The Partners and Practice Staff will see the results of the survey but they will be anonymous.

Results of the survey may be posted to our website (welbeckroadsurgery.co.uk) and/or our social media platforms

- ◇ Contact details of its members will be kept safe and secure and will only be used for the purpose of the PPG in accordance with UK General Data Protection Regulation (UKGDPR) and the Data Protection Act 2018.
- ◇ Membership of the group will have no impact on your medical care in any way
- ◇ Members can choose to leave the group whenever they wish either by emailing the dedicated address **ddicb.wrhcpatientinformation@nhs.net**, by notifying us via telephone or by popping in and speaking with reception.

Welbeck Road Virtual Patient Participation Group (VPPG)

VIRTUAL PATIENT PARTICIPATION IS...

Patients working with the practice to:

- ◇ Contribute to the continuous improvement of services
- ◇ Foster improved communication between the practice and its patients
- ◇ To make sure that the patient voice is listened to and not necessarily always to be the voice itself
- ◇ Help patients to take more responsibility for their health
- ◇ Provide practical support and help to implement change at the practice

VARIED TO SUIT LOCAL NEEDS

- ◇ The practice needs to determine its own activities according to the wider needs of the community and the practice itself

CO-OPERATION

- ◇ VPPG works by building a relationship between the practice and its patients that breaks down barriers and shares information to help everyone involved
- ◇ VPPG can develop to influence the wider NHS, mostly notably the decisions that are made on behalf of the patients about the services that are to be/are available to them

VIRTUAL PATIENT PARTICIPATION GROUP IS NOT...

A forum for complaints

- ◇ Rules Of Membership (see overleaf) are declared to ensure that PPG members do not use the group as a way to resolve their own personal issues and/or complaints

A doctors 'fan club'

A time consuming activity for practice staff

- ◇ Some effort is required to make sure VPPG is continuously serving its purpose but that the group should also be self organising and patient led and thus will undertake activities to save the practice time

REVIEW

The terms of reference for both groups will be renewed on an annual basis or if NHSE/ICB requires change to be made to the regulations

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RULES OF MEMBERSHIP

& Terms of Reference

- ◇ You must be a registered patient of Welbeck Road Health Centre to be a member of the Virtual Patient Participation Group
- ◇ **IMPORTANT** - Please note that **NO** medical information or questions will be responded to
- ◇ Complaints and personal issues will **NOT** be addressed
 - If you have a complaint, please ask our reception team or Office Supervisor and they will advise you how to begin resolving your complaint*
- ◇ Discussions will be held via our online forum or via scheduled Microsoft Teams meetings
- ◇ We will **ALL** be flexible, listen, ask for help and support each other
- ◇ We will demonstrate a commitment to delivering results as a group
- ◇ **ALL** views are valid and **WILL** be listened to
- ◇ Open and honest communication applies to **ALL**
- ◇ Respect the practice and patient confidentiality at **ALL** times
- ◇ Silence indications agreement; speak up if you would like your suggestions to be a part of the discussion!
- ◇ Discrimination on **ANY** grounds will **NOT** be tolerated and we ask please that your tone and language remains courteous and respectful at **ALL** times
 - Any comments/posts which are offensive or discriminate anyone in any way will be deleted and you will be removed from the VPPG*
- ◇ Topics and replies to posts/forums will be visible immediately to the group but will be monitored by the VPPG Admin Team

These rules may change from time to time at the discretion of the practice but all members will be notified of this change immediately via the VPPG practice email



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Participation Group (VPPG)**



Acceptance

I, (please print name)

Confirm my acceptance of the Rules and Terms of Reference as outlined above, and acknowledge that, if I do not abide to these Rules and Terms of Reference, my membership of the Welbeck Road Health Centre Virtual Patient Participation Group may be withdrawn

<i>Signature</i>	
<i>Date</i>	

*Thankyou
on behalf of the team at
Welbeck Road Health Centre & Glapwell Surgery*