

**Milton Surgery's
Patient Participation Group**

Objectives 2012/2013

This PPG endeavour to:

- Assist the practice wherever possible to promote excellence
- Contribute to the practice decision-making and will input on service development and provision.
- Provide feedback on patients needs, concerns and interests and challenge the practice constructively whenever necessary.
- Enabling patients to have a voice in the organisation and provision of their care, dealing with general grumbles and complaints about the practice – representing patients but also helping them to understand the practices viewpoint, promoting mutual understanding.
- Pass on to the practice and or the patients any relevant information gained about the community which may affect healthcare using the range of multimedia platforms available.
- Promote good health and higher levels of health literacy by encouraging and supporting activities with the practice and promoting preventative medicine.
- When a need arises, give feedback to the relevant organisation to influence the provision of hospital services and social care locally.
- Give feedback on local health-related public consultations.
- Liaise with other PPG's in the area.
- Assist the practice and its patients by arranging voluntary groups/support within the community.
- Monitor services, e.g. Hospital discharge and support when back in the community.

This group is not a forum for individual complaints and single issues; any personal healthcare issues should be taken to the practice manager.

We will review these objectives, amend and revise as required.