



Crown Heights Medical Centre—Patient's Newsletter

Crown Heights

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Can you help us improve your practice?

Crown Heights Medical Centre has for some time now been considering setting up a patient participation group and has been instrumental in getting a group of local practices to work collectively to form a Basingstoke-wide group: which at the time, we felt that this group would be much more effective in obtaining patient feedback. This group is still in the process of being formed, however, we have been advised that the Government are very keen for individual GP practices to set up their own patient participation groups and so, we have decided to continue with contributing to the setting up of a Basingstoke-wide patient forum, but also to form one of our own. **So what is patient participation and why do you need a group?** Patient participation can benefit both patients and practices. Having a patient participation group (PPG) creates a connection between the "us" in the practice and you as our patients; allowing open, constructive discussion and analysis of service provision, and offering an alternative perspective on many of the topics relevant to give us more direction in general practice. **OK, that's the jargon, what does it really mean?** We feel that we should involve you more in telling us what you as a community require. A PPG is a mechanism which at different times can represent the patient population to the practice, and the practice to the wider community. **What are the real benefits to patients likely to be?** Patient participation groups (PPGs) allow interested patients to be actively involved in the running of their practice. This not only helps them to understand the health-care service, but lets them voice their opinions, and those of the wider patient community, on topics such as service provision and local community matters. Benefits may include the suggestion and introduction of new services and improvements to the practice. **OK, you told us the bits about what is good for us, what's in it for you?** Surprisingly quite a lot of hard work, but we feel that it will be worthwhile as it will allow our pa-

tients to become more involved in the management of the practice. **I'm interested, who exactly are you looking for?** We are more than happy for anyone to join! Married, single, working, retired, single parent, non-British—we are happy to be involved with anyone: the key criteria is that you have to be registered at the practice and have a desire to be involved in the planning of primary healthcare within the community. **What would we be involved in?** That's really over to you, but a good place to start might be posted under 4 key areas, fairness (are we being fair to everyone) access (this is not just about parking! It could be opening times, flexibility etc) equity (how can we balance the needs of say working people, schoolchildren, working partners etc) assessing impact (how we treat people. In essence, if you volunteered, **you would be the voice of the patients** in the practice. **Would you have meetings; would you take up much of my time; how often would we meet; do I have to attend every meeting how influential will this group be; is this just to satisfy a government desire.....?** You can ask any questions that you like and you can formulate the answers yourself—we want you in at the start of this venture, with an equal say on how we proceed. We have a blank sheet of paper and you can develop this group however you see fit, providing that it follows a common sense approach and fits in with the overall needs of the practice. **One last thing.....do you just want us along to tick the boxes?** No. There will be a doctor and a member of staff who will attend initially, but as the group develops it will be over to you how this project develops, how your committee will work, what you want to look at, how many members that you have, etc etc. **Want more information or happy to sign up now? Please turn over this sheet for more information.**

Practice Opening Hours

**Monday to Friday
08:00 to 18:30**

**Extended opening
(by appointment
only)**

**Monday to
Thursday
18:30 to 19:30
Friday
07:30 to 08:00**

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Please contact me to discuss my potential involvement in the Crown Heights Medical Centre Patient Participation Group. I understand that I am not committing myself to any obligation at this stage and just want to find out more information about this project.

My contact details are:

Name:

Address:

Telephone:

Home:

Mobile:

Please either complete this form and return it to the surgery:

FAO Stefan Morawiec

Practice Manager

Crown Heights Medical Centre,

Alencon Link, Basingstoke RG21 7AN

OR

Fax it to: 01256 817466

OR

Email: Stefan.Morawiec@nhs.net