

Beauchamp House Surgery: Patient Participation Group: Aims

1. To support the Practice by fostering positive communication and relationships between its staff and patients.
2. To help the Practice to be responsive to all its patients' needs, and accountable to each patient.
3. To contribute to the continuous improvement of services to all patients.
4. To encourage patients to take more responsibility for their own health.
5. To identify where patients' understanding and knowledge of their health can be improved and employ the most effective means to disseminate information and learning, enabling and promoting greater personal responsibility.
6. To provide practical support and help to initiate and implement change when appropriate and in patients' best interest.
7. To keep abreast of national and local changes and maximise opportunities as they materialise.
8. To maintain a sustainable, diverse and proactive PPG that will be an effective vehicle for patient participation.
9. To identify possible barriers between patients and practice staff; and check that patients feel listened to.
10. To develop a process whereby patients and staff may suggest changes in practice policies and procedures, may be consulted and kept informed of changes and understand how they can best influence decisions.

Last reviewed at a meeting of the core group held on 25th March 2014