Patient Participation Group (PPG)

A warm welcome to our PPG page. I am Mekhola Ray, the Chair of Highview's PPG and I would like to give you an overview of what our PPG does

Following the introduction of Practice Based Commissioning, GP practices have a legal duty to engage with their patients in order to make commissioning decisions that reflect the needs, priorities and aspirations of the local population. PPGs involve patients in decisions about the range and quality of services provided by their medical practice and play an important role in promoting health and wellbeing in the community.

Highview has had a PPG since 2011 and over time it has developed to provide a voice for patients on local health related matters. The group is actively engaged in the running of the Practice and meets quarterly with Highview's Practice Manager and other staff to discuss ideas for the Practice. It is a forum for feedback and discussion when new local and regional services are being developed.

Over the last year last couple of years we have successfully contributed to:

* Updating Highview's website and information booklet

* Having more appointment lines available at peak times

* Giving feedback to Highview's QCC Inspection Panel

* Working collaboratively with the PPGS at Annandale and Parkfield practices

* Co-ordinating a popular annual health event held in the autumn in partnership with the PPGs at Annandale and Parkfield

* The overview and monitoring of patient complaints received by Highview

* Assisting at Flu Clinics

Our plans for the future include:

* Continued joint working with Annandale and Parkfield PPGs on events such as the annual health events and specialist talks

* Representing Highview at external meetings and events

* To continue to review feedback from the patient survey

* Establishing online links with other patient groups at Highview, particularly young people and carers

The PPG is keen to widen its membership. If you are interested in joining, please email highview.ppg@nhs.net or leave your details with Highview's reception to be passed to me