

## HOW CAN I GET INVOLVED?

Come along the main PPG meeting. It happens every three months in **St. Michael's Church room** on Cornmarket St. We meet at 5:30pm with a hot drink and snacks and discuss what has happened at Luther Street recently, and what could change or be improved. Look out for the date on the PPG noticeboard in the surgery.

"They're actually asking if there are any improvements that we might recommend"



At **O'Hanlon House**, there is a PPG onsite. Like the main one, it happens every three months. Look out for the posters on the noticeboard inside O'Hanlon House.

"It's informal and it's relaxed"

At **SMART Howard House**, there is a PPG on site. Like the main one, it meets every three months. Look out for the poster on the noticeboard between the kitchen and the office, as it will tell you the date of the next meeting.

"You're free to speak your mind and there won't be any price to pay for that in terms of your treatment at the surgery"

Use the **suggestion box** in the surgery waiting area. There are pieces of paper for writing suggestions on next to the box. Just ask someone on reception if you need to borrow a pen. The box is unlocked and emptied just before each main PPG meeting. We discuss all the suggestions in the box at the meeting. They are typed up with the PPG feedback and given to the Luther Street staff to consider.

## JOIN THE LUTHER STREET PATIENT PARTICIPATION GROUP



This leaflet was produced by The Luther Street PPG in partnership with Healthwatch Oxfordshire



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## WHAT IS LUTHER STREET PATIENT PARTICIPATION GROUP?

A patient participation group (known as a PPG) is similar to a service user forum or a feedback group. Any patient can join the group and you can just drop in on the day. The PPG is run by us, the patients. We have an independent note-taker who types up



the minutes which we send to the surgery staff. The note-taker is a volunteer who does not work for Luther Street.

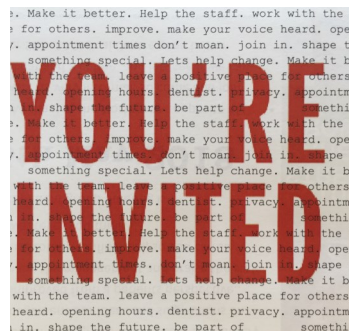
### WHAT DOES THE PPG DO?

The PPG helps the staff at Luther Street to know what is working well at the surgery, and it also makes suggestions as to how the surgery can adjust, change or do more to its services to make them better.


The surgery staff always respond to every suggestion, every piece of feedback and every question.

### WHAT ARE THE BENEFITS?

The PPG gives every patient the chance to make suggestions. It means that patients have some way of guiding the way the surgery works. As a patient you can help improve the service the surgery provides and the overall surgery environment.



## SOME OF THE PPG'S ACHIEVEMENTS

	WE SAID	THE SURGERY DID
	“Rough sleepers in the city who need a doctor won’t know about Luther Street Surgery or where to find it?”	Produced tough weatherproof business cards with the surgery address and a map on the back of how to get there. They were handed out by people working with people who were homeless.
	“Patients who don’t come to the PPG need to be able to have their say.”	Put a comments box and suggestion cards in the waiting room for people to fill in. The box is opened by a member of the PPG and a member of staff.
	“Sometimes we don’t feel safe coming to the surgery – could we have CCTV?”	Explored options to access funding and installed CCTV.
	“The noticeboards need improving and the PPG would like to have a noticeboard.”	Asked the PPG facilitator to do a walk through at the surgery and the notice boards were de-cluttered and the PPG was allocated a section of the notice boards.
	The wooden seats are not very comfortable in reception.	Had some covers designed and the PPG were asked for their thoughts on the design. Once the design was agreed, patients were asked to choose the colour of the new covers.

