



The Ball Tree Surgery

Patient Participation Group Profile

Membership Profile

We have a membership list of 30 patients

Representation

There is an under-representation of younger members and non-white British members
We would also like to have some 'expert' patients who have particular long-term medical conditions who can work with us to improve their patient experience.

Increasing our membership and improving representation

We encourage our patients to join the PPG and contribute to helping us improve the patient journey at the Ball Tree Surgery.

There are posters in our waiting areas and we have added information about joining the PPG to our Patient Survey. Reception and GP teams have asked individuals to consider joining – especially those who are currently under-represented. Our website also provides contacts for those wishing to join the PPG.

What participation entails

We hold informal 6-monthly meetings at the surgery as a forum for updating the PPG on surgery news and plans and to ask for ideas about new services and areas for improvement.

In the interim we keep in touch with members via phone/letter and soon email and encourage members to keep in contact and meet together outside of formal practice meetings.

We hold a regular survey of patients visiting the surgery

We welcome ideas from our patients regarding the questions that they would like us to ask on this survey. We communicate the results of the survey to our PPG and also place the information on our website.

Forthcoming developments

The surgery system will soon be able to send emails. We intend to ask patients if they would like to receive an e-newsletter with updates about the Surgery and related health news. This will also be an opportunity to seek more feedback from our patients about our services.

Would you like to join?

If you would like to be a member of our PPG, please contact reception on 01903 752 200



ADDRESS

WESTERN ROAD NORTH
SOMPTING, LANCING
WEST SUSSEX
BN15 9UX

CONTACT

Tel: (01903) 752200
Fax: (01903) 768317

PARTNERS

DR DAVID HOBSON
DR SABRY SADEK
DR SUNIL EMMANUEL
DR SHONA SCHOFIELD
DR KIM WILLIAMS

ASSOCIATE DOCTORS

DR CHARLOTTE PAY