



The Ball Tree Surgery

Patient Participation Group Profile

Membership Profile

We have a membership list of 19 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 quarterly 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 encourage members to keep meet together at the surgery more frequently if they would like to pursue a particular project.

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.

Would you like to join?

If you would like to be a member of our PPG, please contact reception on 01903 752 200 or read more and download an application form from our website.



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