

Yes, please, I want to be part of the Patient Participation Group:

Name:

Address:

Telephone:

Email:

Please tick whether you would want to be
involved:

- ☐ Virtually
☐ In person

If you have any language or communications
needs, please specify below:

Please tear off this part of the leaflet and hand
to the front desk during opening hours.

Monday – Friday 8:30 – 18:30

(We are open until 8pm every Wednesday and
Friday)

Surgery Opening Hours

Monday 8.00am—6:30pm
Tuesday 8.00am—6:30pm
Wednesday 8.00am—8.00pm
Thursday 8.00am—6:30pm
Friday 8.00am—8.00pm

**Closed Weekends
&
Bank Holidays**

Please visit our website for or more information
on Dunstan Village Group:

www.dunstanvillagegrouppractice.nhs.uk



Dunstan Village Group Practice

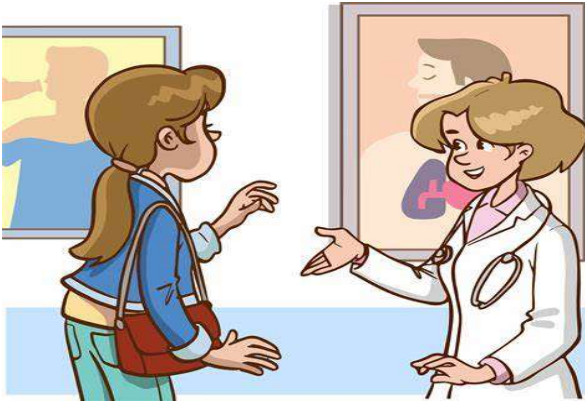
131 Earle Road
Liverpool
L7 6HD

Phone: 0151 734 3535
Fax: 0151 734 1769

Website:
www.dunstanvillagegrouppractice.nhs.uk

Patient Participation Group Information Leaflet





What is the Patient Participation Group or PPG?

A Patient Participation Group (PPG) is a group of people who are patients of the surgery and want to help it work as well as it can for patients, clinicians, and staff.

The NHS requires every practice to have a PPG.

What does the PPG do?

They can provide practical support for the practice. They can contribute to the continuous improvement of services.

Why should I join?

Your experiences matter and you can bring different ideas to the surgery to help us treat patients better or to improve what we do in some way.

We at Dunstan Village, want our PPG group to represent our diverse practice population. If you have any language or communication needs, we can do our best to accommodate this during our PPG meetings.

Why not join the Dunstan Village Group Practice Patient Participation Group?



What if I cannot commit to the meeting?

For patients who would like to be involved but are unable to commit to coming to every meeting you can become a virtual member.

What is a virtual group?

A virtual group is a group of patients who would like to be part of the Patient Participant Group but prefer not to attend meetings.

They get involved online instead. Information such as practice newsletters, minutes of the Patient Participant Group meetings and surveys will be shared electronically.

It means that if you can't make it to face-to-face meetings, are caring for someone and unable to leave them, or are working, you can still be kept informed, give your views, and participate.

How often does the Participation Group meet?

We meet at the surgery, but not too often. We know that you are busy, so we meet only a few times per year and hope that you can join us.

If you can't make meeting in person, then don't worry – you can still be part of our virtual group.

Will my views be heard?

Your views are important and will be listened to.

It may not be possible to act on every suggestion, but all feedback is valuable and will be taken into consideration.

Working in a spirit of mutual respect, openness and trust, all patients' views will be discussed and, where appropriate, we will work together on solutions.

