**Patient Participation Group (PPG)**

**This PPG will:**

* Contribute to practice decision-making and will be consulted on service development and

provision;

* Provide feedback on patients’ needs, concerns and interests and challenge the practice

constructively whenever necessary;

* Serve as a ‘safety valve’ for dealing with grumbles and complaints about the practice –

representing patients but also helping them to understand the practice’s point of view;

* Assist the practice and its patients by arranging voluntary groups/support within the

community;

* Communicate information about the community which may affect healthcare;
* Give patients a voice in the organisation of their care;
* Promote good health and higher levels of health literacy by encouraging and supporting

activities within the practice and promoting preventive medicine; and

* Influence the provision of secondary healthcare and social care locally