



### Connexus Primary Care Network Patient Participation Group

The Patient Participation Group (or PPG) has been set up by the five GP Practices who work together in Connexus Primary Care Network:

- Birchwood Medical Practice
- Nightingale Valley Practice
- Priory Surgery
- Stockwood Medical Centre
- Wells Road Surgery

We will use the PPG to provide a forum for patients to give feedback on the services offered by the Practices and by the Primary Care Network and make suggestions for how they can be improved. We plan to do regular monthly surveys which you can respond to either on line or by post (if you are unable to use either of these methods please let us know). There will also be the opportunity to join on-line focus group discussions on specific topics.

We will give regular feedback on the issues raised by members of the PPG. Unfortunately some things are outside our control but we will let you know if there is nothing we can do, and where possible signpost you to someone who can help.

In the future we hope to hold meetings and events where you can meet members of the team and find out more about what we can offer, however for the remainder of this year we will operate on-line only.

#### ABOUT YOU

**If you would like to join the PPG please complete the details below**

**Name** (*required*)

**e-mail address** (*required*)

**Which Practice are you registered with?** (*required*)

We want the PPG to represent all patients so we will be encouraging membership from people of all ages (over 18), and from all the different communities who live in our area. Please let us know if you have any particular communication needs to help you take part. In order to help us be more representative please complete the following details (*required*)

**Age group**  18-25  26-45  45-65  over 65

**Gender:**  male  female

#### Ethnic origin

*White*

- English / Welsh / Scottish / Northern Irish / British
- Irish
- Gypsy or Irish Traveller
- Any other White background

*Mixed / Multiple ethnic groups*

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other Mixed / Multiple ethnic background

*Asian / Asian British*

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background

*Black / African / Caribbean / Black British*

- African
- Caribbean
- Any other Black / African / Caribbean background

- Other ethnic group

**Do you consider yourself to have a disability:**       yes                       no

**TERMS AND CONDITIONS**

All your personal details will be held securely by the PCN. They will only be used to communicate with you and will not be shared with anyone else. All comments and feedback will be reported anonymously and the names of people commenting will not be shared with your GP or any other staff.

Anyone who lives in the Brislington, Knowle and Stockwood areas can be a member of the group but we have some simple conditions which all members need to comply with

- The Patient Participation Group should not be used for complaints or concerns about your individual medical treatment – these should be raised directly with your Practice
- We welcome constructive criticism, but please keep it polite. Members who use abusive language or who make personal comments or attacks on individual staff or other patients will be removed from the group membership. Racist, sexist or homophobic language and comments will not be tolerated under any circumstances.

I accept the terms and conditions above

**YOUR VIEWS**

Thank you for your interest in the Patient Participation Group – your input will help make a real difference to improving health services in our area. Please let us know what matters to you in local health services by answering the questions below:

**Something I really like about local health services and would like to keep:**

**Something I would like to change about local health services:**

Please return this form to Reception at your surgery, or by e-mail to [bnssg.connexus.pcn@nhs.net](mailto:bnssg.connexus.pcn@nhs.net)