

## Why does it matter whether my views are represented?

Patient Participation Groups would like to make sure that as many patients as possible within their practice can have their say.

They understand that meetings are not for everyone and that the time of day the meeting is held can exclude some people. So, they are looking at other ways to ensure as many patients as possible can get involved.

## Have your say your way...

Virtual PPGs try to bridge this gap, you can get involved as much or as little as you want, and at a time to suit you. So if you want to fill in a quick online survey on the way appointments are managed at your surgery at a time that suits you, you still get the chance to have your say.

Virtual Patient Participation Groups or PPGs use email and social media to ask patients about their views on the delivery of services at their GP surgery. You can get involved when you want and as much as you want.

Don't let someone else speak for you.

**Ask at your GP Surgery Reception  
if they have a virtual PPG**

**Interested in having a say on  
patient services at your GP  
surgery but short on time?**



**Join your virtual PPG**

**Help your GP surgery to meet  
the needs of all its patients**



I work full time so there's no way I could go to meetings.

I'd really like a say in the services at my GP surgery, but with a young family and busy life I just don't have the time.

Trying to get an appointment for the baby first thing and get my oldest to nursery on time is almost impossible...



## What do Virtual Patient Participation Groups do?

Each GP surgery has a Patient Participation Group or PPG and these help to make sure that the views of patients are included when developing services. GP surgeries work with patients to improve services and promote health and wellbeing and ensure patients visiting the surgery have a good all-round experience.

Whilst PPG's are a really good way of giving patients a say in directing services within the surgery, not everyone is in a position to get involved. Maybe you are at college; you have a young family; your working hours mean you have little free time; or maybe you have mobility or mental health difficulties which mean that getting out and about can be a challenge. To combat this, many GP surgeries are setting up virtual PPGs to give you the chance to have your say and get involved.

So if you want to have a say in the planning and delivery of healthcare services in your GP surgery and want to raise awareness of local health priorities ask if your GP surgery has a virtual PPG and if so, how you can get involved.

**Do you want to work with your GP surgery to make sure that services meet the needs of all patients?**