

MYRTLE GROUP PATIENT PARTICIPATION GROUP (PPG) - MISSION STATEMENT

The General Purpose of the PPG is to:

- Support the Myrtle Group Practice in the provision of high quality health care; in the promotion of healthy lifestyles; and in developing a community presence
- Provide a patient's viewpoint on the operation of the practice and on the development of health provision locally

The PPG aims to do this in the following ways:

- Meeting regularly with practice staff to share ideas and information, maintaining a relationship with the practice based on mutual trust and participation
- Establishing an active membership of the Steering Group and the Virtual Group that is representative of the patient population across both surgeries, and a pattern of communication that is quick and responsive
- Acting as a 'critical friend' to seek the views of patients on the services provided by the practice, and offering feedback to the practice on proposals to develop and improve services
- Working with the practice to review trends in Complaints, Compliments and Comments received by the practice from patients
- Participating in local and national forums for patient groups
- Engaging with the local health and social care commissioning process

July 2026