



What DIFFERENCE has the PPG F2F group made in the practice?

We have undertaken these projects:

- ❖ **Tutoring for those needing help to use the Practice's online systems**
- ❖ **Improving the layout and function of Reception and seating area**
- ❖ **Wednesday evening cycle rides from the Health Centre**
- ❖ **Providing information for patients about transport options to get to doctor or hospital appointments**
- ❖ **Development of a patient fact sheet of health-related activities available in the Bicester area**
- ❖ **Arrangement of taster session of Tai Chi – Qi Gong classes in the surgery.**

If you have ideas for improving the patient experience at Bicester Health Centre, please contact us. Details inside this leaflet.



The Bicester Health Centre PPG is part of the North East Oxfordshire Locality PPG Forum (NELF).

The following GP surgeries send representative(s) to NELF:

- * The Key Medical Practice
- * Gosford Hill Medical Centre
- * Islip Surgery
- * Montgomery House Surgery
- * Bicester Health Centre
- * Alchester Medical Group
- * Woodstock Surgery



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BICESTER HEALTH CENTRE PATIENT PARTICIPATION GROUP



The Bicester Health Centre Patient Participation Group aims to represent patient views and voices to the practice.

New members are most welcome. We have an email group, a few of whom choose to meet periodically at the surgery.

WHAT IS A PPG?

A Patient Participation Group, or PPG, is a group of patients, registered at a particular practice, who work together to share ideas and take a more active interest in developing their practice and influencing local healthcare services.

WHAT CAN A PPG DO?

- * Help the GP practice, and share patient views with them
- * Help provide information on what services are available to patients
- * Help the practice decide on overall service priorities
- * Find out what changes may be planned in the practice, or across Oxfordshire
- * Help improve the experience of attending the Surgery.

WHO CAN JOIN?

Anyone!

Anyone, that is, who is registered with the practice.

We are especially eager to hear views from families with younger or school aged children

VIRTUAL VS. FACE TO FACE PPG

The PPG

The Health Centre has had a virtual PPG (originally a PRG) for some years. This group of patients has, chosen to receive email information from the practice. They will also be sent minutes of the Face to Face group meetings. At any time the PPG group can email the practice with ideas of how the practice can be improved.

A PPG is a “critical friend” to the practice, though not a complaints service. Sign up is usually online, and the form to do so can be found on the practice website: www.bicesterhc.co.uk via the [• Sign Up For Our Patient Group](#) link at the bottom of the home page. Ask at reception if you need help.

The Face to Face Group.

This is a sub-set of the virtual PPG made up of a dozen or so people who want to talk face to face about issues effecting the practice, and to undertake projects or to help out, for instance at ‘flu jab clinics and during Carers’ Week.

The group meet at the surgery four to five times a year.

It is self-administering, and communicates mainly via email, but outside of the practice computer network. If you wish to contact the Face to Face group after you have joined the virtual PPG as described above, you can do so at: bhc.ppg.f2f@gmail.com

We Need You!

If you would like to share ideas about improving Bicester Health Centre, please join us.

We are especially keen to recruit parents of school age children, as this population does not currently have much representation in our group.