



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

These are some projects we've undertaken:

- ❖ **Organising Tai Chi sessions for patients at the Health Centre**
- ❖ **Improving the layout and use of Reception and seating area**
- ❖ **Suggesting the bell in reception to reduce the queue wait**
- ❖ **Helping with seasonal flu sessions**
- ❖ **Identifying Carers during National Carers' Week**
- ❖ **Designing the poster about transport options to get to doctor or hospital appointments**
- ❖ **Developing information leaflets for physical and social activities available in Bicester**
- ❖ **Helping to produce other health related leaflets.**

If you have ideas for improving the patient experience at Bicester Health Centre, please contact us.
Details are 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:

Bicester Primary Care Network

- * Montgomery House Surgery
- * Bicester Health Centre
- * Alchester Medical Group

KIWY Primary Care Network

- * The Key Medical Practice
- * Gosford Hill Medical Centre
- * Islip Surgery
- * Woodstock Surgery



Will You Join Us?



Bicester Health Centre Patient Participation Group



*This leaflet to inform patients about activities of the Bicester Health Centre Patient Participation Group.
Each GP practice in England has a Patient Participation Group which you can join.*

Edition 3, August 2019

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 by sharing our views with them
- Help provide information on what services are available
- Help the practice decide on overall service priorities, and suggest improvements
- Find out what changes may be planned in the practice, or across Oxfordshire
- Help improve the experience of all patients attending the Surgery.

Who Can Join a PPG?

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 Email/Online PPG

The Health Centre has had a “virtual” PPG (originally a PRG) since 2011.

Patient members of this group have chosen to receive email information from the practice.

They are sent agendas and minutes of the Face to Face Group meetings. (Minutes are available to anyone via the practice website once approved.)

At any time the PPG group can email the practice with ideas of how the practice can be improved, though it is 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.

Sign up forms are also available near reception.



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 affecting the practice, and to undertake projects or to help out.

They have helped at ‘flu jab clinics and during Carers’ Week.

The group meet at the surgery every couple of months. Meeting dates are posted on the PPG page of the website.

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 earlier, or if you wish to make any enquiries, you can do so by emailing: bhc.ppg.f2f@gmail.com

We Need You!

If you’d like to share ideas about how to improve Bicester Health Centre, please join us.

We are keen to recruit parents of school age children, as we do not have your voice in our group.