

Patient Participation Group (PPG) Country Park Practice (CPP)

We are a volunteer patient group, currently consisting of 6 patients. We are representative of the Practice with the aim of making a positive contribution to the services and facilities offered by the practice to patients.

The PPG have regular meetings (approximately every 6-8 weeks) which are also attended by the Practice Manager, Assistant Practice Manager and one of the Partners.

The PPG helps to influence the way local health care is organised and delivered. It is not a complaints forum, nor is it for delivering personal agendas. Indeed, the independence of the PPG is one of its major strengths.

PPG Aims and Objectives

- To participate in the health improvement of the local population
- To have knowledge of CPP procedures that impact on patient health
- Communication and feedback to patients
- Identifying areas with scope for improvement
- Highlighting excellence
- Turning ideas into action
- Supporting and championing change
- Linking into the community
- Producing PPG Newsletter (3-4 times a year)
- Producing and conducting patient survey
- Arranging Patient Talks
- Charity events

The PPG is not a platform for members to air personal grievances and no preferential treatment is given to members.

Who are we;

Audrey Bobb - I have been part of the Woodside Group Practice PPG since it started in 2008 and I decided to continue with Country Park Practice. It has been great being part of something that helps to make things better for patients at CPP. I do two things - I work as a Civil Servant part time. In my free time I work in the Afterschool & Holiday Club field. I live locally and enjoy volunteering for the community as it makes it a better place for all of us.

Shila Kotecha - I joined the PPG in November 2011 after reading about it in the Woodside Group Practice Newsletter. I have lived in South Norwood/Addiscombe since 1970 and retired in 2008 after working as a PA/Secretary/Admin assistant with BT and 2 other smaller telecom companies. I also volunteer at Croydon University Hospital, doing office/admin work for Macmillan Cancer Information & Support Centre. I am Vice Chair of the PPG.

Brenda Maynard - I have lived in South Norwood on and off for many years and am now a retired person enjoying a very busy and active lifestyle. I joined the PPG in March 2014 after being invited by Jan Harris to go along to a meeting. I am

presently secretary of the PPG and have learned a great deal about the running of the Practice.

Harjivan Parmar

I have lived in South Norwood for over 40 years.

I have been Neighbourhood Watch Co-ordinator for 10 years plus. I attend AGM Meetings which includes the Police Department, Fire Brigade and MP's.

I am multi-lingual, speak Gujarati, Hindi, Punjabi and Swali (African)

I had also volunteered to repair Braille Watches for the visually impaired for Croydon Council. I was a First Aider for manufacturing company for 12 years.

Virtual Patient Participation Group

Do you have something to say, but don't have the time to attend meetings?

Do you have ideas about how to improve your local practice?

Do you have ideas about how you would like to see services provided, changed or improved?

Then join our 'Virtual Patient Participation Group

This is a group which has been set up in response to patients that have said they would

like to be involved in a Patient Group but are unable to attend meetings. As a member of

the Virtual PPG we will send you emails asking for your opinion on a range of topics