



# **The Valkyrie Patient Participation Group**

The Valkyrie Surgery  
The Valkyrie Primary Care Centre  
50 Valkyrie Road  
Westcliff on Sea  
Essex  
SS0 8BU

**PATIENT PARTICIPATION GROUP**



# The Valkyrie Patient Participation Group

## Welcome

ValkyrieSurgery Patient Participation Group (PPG) has been working with the Practice for some years and will continue to evolve, embracing change in line with the needs of our Patient community, the Practice and NHS structures.

We aim to contribute to the continuous improvement of the Valkyrie Surgery service by fostering improved communication between Patients and Practice. We are not a political or strategic group but we do like to be kept informed of changes within the NHS that affect us all, taking the wider view in relation to the delivery of primary care and the commissioning of those services.

We meet about once a month to report on progress, share ideas and provide the impetus for activities and events. We don't just talk, we participate too. This might mean

contributing articles for newsletters, the development of patient surveys, helping at clinics and events or researching issues that have an impact on our community. Our membership includes volunteer patients, members of the Practice team; reception staff, practice nurses, managers and GPs.

We are all volunteers and welcome comments from patients who might not be able to come to our meetings, but would nevertheless like to contribute and/or kept informed via email.

There are many challenges ahead and Patient Participation Groups are actively involved in bringing the patient perspective to clinicians and professionals.

If you would like to know more about our group, please contact either Debbie Johnson, Practice Manager at ValkyrieSurgery or Alan Joseph PPG Chair by leaving a message at the surgery.

We look forward to hearing from you, whether you'd like to think about becoming a regular group member, if you'd like to help out from time to time, or just give us your views. We welcome 'virtual' email members if that's easier and more effective for you.

Chair  
ValkyrieSurgery PPG



# The Valkyrie Patient Participation Group

## Our terms of reference, aims and objectives

### General

To promote health education and communication between the Practice and Patients.  
To contribute to the continuous improvement of services by providing input to ensure that the patient/user/carer voice is represented and embedded in the work of the practice using appropriate engagement mechanisms.

To act as 'critical friend'.

### Membership of the Group

Membership of the Group is open to all registered Patients of the Practice, whether in person, or via email.

The Practice has a right to refuse an individual if it considers it is in the best interest of the individual or the Practice.

### Meetings

We liaise with the Practice for the use of a venue to hold our own regular meetings, usually calendar monthly.

We liaise with the Practice to arrange a meeting with representatives from the Practice no less than every two months.

### Activities of the Group (not exhaustive)

Assist in the production of regular Newsletters.

Give patients a voice in the organisation and delivery of their care and in the commissioning of services.

Promote good healthcare by encouraging and supporting appropriate activities within the Practice.

Provide support for health events.

Attend locally based meetings and presentations with other Patient Groups aimed at developing and sharing good practice.

Help to inform and develop patient surveys.

Work with the Practice to develop a future action plan which is published on the Valkyrie website.

Undertake research on health care issues in order to inform service delivery or commissioned services.

### What we're not

While part of our role is to act as 'critical friend' if appropriate, we are not a conduit for personal cases or complaints. Our role is informal but we do subscribe to Nolan principles of standards in public life in that we aim to act with selflessness, integrity, objectivity, openness and honesty.

If someone does approach us with a personal issue that needs resolution, we will in the first instance direct them to the Reception or Practice Manager and if they have already done this, then onwards to the local Patient Advice and Liaison (PALS) service.



# **The Valkyrie Patient Participation Group**

## **Valkyrie Surgery PPG newsletter**

The practice and PPG work together on the production of the newsletter; the purpose of which is to update patients, their carers and families about services at Valkyrie Surgery, the NHS in general or NHS issues that have an impact, and appropriate local or national service provision or initiatives, e.g. the Expert Patient Programme or Health Walks.