

Baddeley Green Surgery Whatsapp Patient Participation Group

Who We Are & What We Do

Members of the Whatsapp Patient Participation Group (BGSWhatsAppPPG) are volunteers who work with the practice to represent patients, offering views on the service and facilities that are provided.

Here are some activities in which the group is currently engaged:

- ❖ **Providing feedback**
On services provided and ways of improving these
- ❖ **Improving practice facilities**
Waiting room layout, consulting room numbering
- ❖ **Providing information**
Assisting with the production of leaflets for patients
- ❖ **Carrying out surveys & research**
Patient satisfaction surveys

We aim to use Whatsapp as the main method of communication. There will be at least one face to face meeting per year.

Who We Are Not

We are not a group dealing with personal medical issues and complaints. These are personal to you and must be dealt with by professionals who are there to help you (Doctors, Nurses, and Practice Staff).

There are already procedures in place to deal with these:

- ❖ **Medical issues:**
These should be discussed with the Doctor or Nurse who is treating you.
- ❖ **Complaints:**
These should be addressed to the Practice Manager in the first instance.

Future Plans

We hope to broaden our BGSWhatsAppPPG over the coming months and recruit additional patients to the group. It is expected that the group will become more visible and assist the practice with new initiatives and ideas.

Please feel free to share any comments or suggestions you may have with us. These can be forwarded to the Practice Manager via an email and will then be discussed with the BGSWhatsAppPPG where appropriate.

We shall endeavour to answer or put into practice your suggestions. If this is not possible, we shall respond to you and provide a reason.

We look forward to hearing your suggestions in the near future.

Baddeley Green Surgery Whatsapp PPG Interest Slip

Please read the information below and complete the slip overleaf if you wish to be contacted with further information regarding our group. You can read more about the BGSWhatsAppPPG on the surgery website.



Joining our PPG

By completing the form overleaf you are committing to joining BGSWhatsappPPG. There is a commitment to attend at least one group face-to-face meeting per year. In addition to this, please be prepared to share your views and opinions via whatsapp.

Data Protection

The information you provide overleaf will be used by Baddeley Green Surgery to contact you about our health care services, activities and to inform you of the ways in which you can become involved. Also, we shall inform you of any events being run by any of our partner agencies. Your mobile telephone number will be shared with other members of the Whatsapp Group. The information you supply will be held securely and in accordance with the Data Protection Act 2018. You can opt out of the BGSWhatsappPPG at any time by informing the Practice Manager and your details will be removed.

I would like to be a member of the Baddeley Green Surgery WhatsAppPPG

Please tick the box to confirm you have
read and understood the information
overleaf

Title: Mr Mrs Miss Mrs Ms Other

Name:

Address:

.....

.....Postcode:

Date of birth:

Telephone:

Mobile:

Email Address:

.....

Signature:

Date:

*Please hand this form into reception or
return it by post to the address opposite*

Getting Involved

No training is required to become a member
of our PPG. The most important thing is that
you are keen and focused on taking positive
action to help the practice.

Be prepared to give your opinion about the
way the practice is run and any thoughts
you have on improvements for the practice
– from the welcome you receive when you
step through the door, to the parking
facilities or even the appointment systems.

If you feel you would be interested in getting
involved, please complete the slip opposite
and return it to Reception.



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WHATSAPP PATIENT PARTICIPATION GROUP INFORMATION LEAFLET



BADDELEY GREEN SURGERY