The PATIENT PARTICIPATION GROUP (PPG) is looking for new members to represent the patient population of the merged Welby practice.

The PPG is a friendly group of volunteer patients working in partnership with practice staff and GP’s to:-

- provide feedback from patients on the level of service delivery being provided by the practice
- monitoring practice performance by reviewing key indicators and analysing patient surveys

provide practical support to the practice plans and activities to ensure they meet patients’ needs and priorities

**The Welby Practice - Surgery Locations**

The Welby Practice - Belvoir Vale (Main Surgery)
17a Walford Close
Bottesford
Notts NG13 0AN
Tel: 01949 842341
Fax: 01949 844209

The Welby Practice (Branch Surgery)
25 Walford Close
Bottesford
Notts NG13 0AN
Tel: 01949 842325
Fax: 01949 844211

Harlaxton Surgery (Branch Surgery)
Swine Hill
Harlaxton
Grantham
Lincs NG32 1HT
Tel: 01476 563881
Fax: 01476 574392

Waltham Surgery (Branch Surgery)
Bescaby Lane
Waltham on the Wolds
Melton Mowbray
Leics LE14 4AB
Tel: 01664 464232
Fax: 01664 464380

Please Take a Copy

www.welbypractice.co.uk (Updated – July 2019)
WHO WE ARE

We are an advisory group of patients whose members work voluntarily with the surgery, to help the practice improve services for the patient population. The practice feels it will be extremely beneficial to have patient involvement and that the group’s constructive and challenging views help the surgery to better understand the patient perspective and be more responsive in their service delivery.

WHY HAVE A GROUP?

The delivery of general practice is changing under the new NHS and the practice continues to face a variety of challenging government objectives and priorities, which are continually changing. General practice is the most commonly used point of access in the NHS. 90% of those who use general practice services will be diagnosed and treated without being referred for further specialist treatment. Current government policy therefore aims to improve both access to services locally and patient choice. As healthcare is being brought closer to the patient, the practice is being required to ‘deliver’ more each year, for which they have no increase in the resources available to them. It is therefore important that these resources are used wisely and that the patient perspective is considered.

WHAT WE CAN’T DO

We are not a forum for individual agendas or personal complaints. Complaints must be made directly to the practice to comply with the standardised NHS Complaints Procedure and be handled under a strict code of confidentiality. If you have a complaint, please either speak to one of the practice team or pick up the practice information leaflet on complaints.

PATIENT GROUP MEETINGS

The group meets on a quarterly basis on Wednesday afternoons at 1.00pm. Dates of forthcoming meetings can be found on our waiting room information board or our practice website.

Located at Fuller Room, The Old School, Bottesford. Attended by PPG members, clinical and administrative staff from the practice.

The group needs to ensure that it properly represents the whole of the patient population across the four practices as far as possible to do its job effectively.

If you would like to contribute by speaking up for patients, listening, sharing knowledge and want to make a difference please do join us.

PATIENT COUNCIL

The Council is made of representatives from each Patient Participation Group from across 19 localities in our area and reports into our Governing Body and other committees.

Please see link below for further information:

http://southwestlincolnshireccg.nhs.uk/get-involved/patient-council

PPG MEMBERS CONTACT DETAILS

If you can’t attend meetings but would like to participate or give feedback please telephone any of the group members below

John 01949 843437
Kay 01949 843050
Don 07890 821329
Charles 01949 844425