**New Road Surgery Patient Participation Group**

**Statement of Purpose**

1. A Chair and Secretary will be appointed to the PPG Steering Group. The Practice will nominate personnel from the surgery to support the PPG function.
2. The PPG Steering Group members will work in a voluntary capacity
3. PPG Steering Group members will respect patient confidentiality at all times
4. All persons registered at the practice will be invited to join the PPG and at anytime, can give notice of their decision to be removed from the PPG database
5. The PPG and practice will endeavour wherever possible to address any special patient requests for participation in face to face or/virtual meetings
6. Any personal contact details will be used for the purpose of the surgery being able to contact patients and carers to seek feedback on services they may be using in the practice
7. No personal or medical information will be requested by the surgery or PPG at anytime.
8. There will be a PPG page on the practice website and a dedicated PPG email address for contact on PPG matters only.
9. All PPG information, notifications and updates will be posted on the website, all communications will come from the dedicated email address
10. The PPG is committed to working in partnership with all members of the Practice.
11. All communications will be open and transparent, PPG meetings will be minuted and updated to the PPG page on the website
12. The PPG will adhere to the practice policies and procedures relating to dignity and respect for patients and healthcare personnel at all times.
13. The PPG will direct any complaints to the Practice Manager as set out in the Complaints procedure.