



*The Patient Participation Group of
Barnabas Medical Centre*

Improving healthcare together

What Are We?

Barnabas Patient Voices is the Patient Participation Group for Barnabas Medical Centre in Northolt, west London. We are the voice of the Practice's patients. We feed patients' views *in* to the doctors and staff, and the Practice's views back *out* to patients.

Who Are We?

We are a group of patients who are interested in healthcare, helping the Practice improve, and improving healthcare for all patients.

Why Are We?

All GP practices in England are contractually required to have a patient group. As a group of patients our aim is to help improve healthcare for us all.

What are Patient Participation Groups (PPGs)?

- PPGs are groups of a practice's patients, who represent patients in discussions with the practice
- Under the GP contract with the NHS Practices are required to have a PPG

What does Barnabas Patient Voices do?

- By talking to patients we collect feedback about the services they receive
- We discuss the feedback with the Practice and encourage them to improve services
- We provide information back to patients about changes, either directly or via our monthly members update
- We help patients understand the practice, and the wider healthcare system
- We edit the Practice's newsletter, *Barnabas Bulletin*
- We hold 2-monthly open meetings
- We have a website, and a Facebook group for sharing information

Who are we?

- Anyone who is registered with, or works for, the practice may be a member
- All members receive a monthly update bulletin and other occasional updates
- Anyone eligible to be a member will be welcome at any of our meetings
- We're small so we have just a Chairman and a Vice-Chairman

What feedback can I give?

- We welcome comments on any aspect of the Practice, it's services and the care received; this could be about the appointments system, staff attitudes, the website, the clinics offered ...
- Comments can be positive or negative, or just for information
- **However we cannot deal with individual complaints; please take these up directly with the Practice**

Will it make a difference?

- We have no power over the Practice; we cannot force them to make changes; we can only advise and encourage
- While we act as a "critical friend" to the Practice, we try to be positive and look for helpful and practical solutions
- The practice says it wants to hear from us and does ask for our views; we have also run surveys of patients views for the Practice

How can I find out more?

- You can join us by emailing contact@barnabasvoices.org.uk, visiting our website at <https://barnabasvoices.org.uk>, or joining our Facebook group at <https://www.facebook.com/groups/barnabas.ppg>
- Information and meeting minutes are available on the website and Facebook
- You can always leave us a message with Reception at the Practice