



GILLAN HOUSE SURGERY PATIENT PARTICIPATION GROUP

Mission Statement

At Gillan House Surgery PPG we aim to work with patients and the practice team to develop an efficient, effective and welcoming GP practice where patients become equal partners in their care.

We propose to achieve this aim by:

- working with our practice team and patients to improve patients' health
- engaging and communicating with patients
- helping our practice improve the services we offer patients
- empowering patients to have a voice by actively inviting feedback
- encouraging our practice to support those patients who have particular health needs and outreach to community groups where needed.

Our work will be underpinned by the following principles and values. We believe in:

- mutual respect between patients and our practice team. This includes a commitment to removing barriers to communication through reducing and explaining jargon
- collaboration between patients and our practice team that will enable and educate patients to take responsibility for their own health. This includes listening to and respecting each other's opinions
- listening to and learning from comments, criticisms and compliments.

November 2016
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