

PPG – What is it? Would you Like to be Involved?

Langton Medical Group's Virtual Patient Participation Group

Dear patient

Welcome to our Patient Participation Group (PPG) website page.

All patients registered with the Langton Medical Group are invited to join our Patient Participation Group. The Patients Participation Group is an on-line group for patients to communicate directly with the Practice about issues that will help improve the services we offer to our patients.

We will send communications to members of the Group by text and messages on this page of our website. Group members can send comments to the Practice on issues posted on the PPG page on the Practice website but using the facility on the "Contact Us" page of our Practice website.

Please follow this link to view our Terms of Reference. [**Patient Participation Group Terms of Reference and Code of Conduct Sept 14**](#)

If you would like to join our on-line Patient Participation Group please follow the link to print off a form and send it to us or pop in to either our Lichfield or Whittington surgeries for a form. [**PPG Interest Slip May 14**](#)

We welcome and value feedback from our patients. Every year we conduct a survey by inviting patients to complete a questionnaire about our services. Thank you to everyone who completed our patient survey in February 2015. [**Please click this link to see the PDF results from the on-line responders**](#) and [**click this link to see the Patient Services Questionnaire Report March 2015**](#) which was written using the

feedback from all the on-line and paper questionnaires that were completed and includes comments from the Practice.

From 1 December 2014 all GP practices are required to give people who use their practice an opportunity to provide anonymous feedback by answering 2 questions relating to the quality of the practice. The first question has to be would the patient recommend the practice to their friends and family and has given the "Friends and Family Test" name to this anonymous feedback.

Our Friends and Family questions are available on our FFT page. [Please follow this link to the questions](#) . The questions will be there all the time so please complete them after every visit or whenever you wish. Our second question will change periodically to give us your feedback about different topical issues.

If you have any comments you wish to make regarding the on-line Patient Participation Group please do so using the "Contact Us" facility below.

Your Name (required)

Your Email (required)

Subject

Your Message