

Marazion Surgery

Patient Participation Group



Our Patient Participation Group is keen to develop patient involvement in Practice discussions. To help facilitate this we would like to use the questionnaire to get your opinion and feedback. Thank you for taking the time to complete this whilst you are visiting the Practice.

Are you aware that Marazion Surgery PPG exists?! What is a PPG? A Patient Participation Group is your opportunity to have a voice about your surgery and the wider health and social care system in Cornwall.

What do we do? We are a group forum of mixed ages, experience and views, all with an interest in making positive change for patients. We are a group discussing wide issues from dementia to childhood illnesses; it is not a forum for individual issues but a way of raising concerns that impact our community and developing solutions.

What are we planning? Our PPG are registered patients at Marazion Surgery who are critical friends and advocates for the services at Marazion Surgery. We support them and provide feedback and a patient voice. We are looking for volunteers to help promote new services such as The Waiting Room and the NHS App.

What are we planning? We aim to hold up to four workshops each year, with various professionals, voluntary organisations and individuals with experience. Our first one will be a dementia workshop, which is to be led by Sandy Easterbrook, Primary Care Dementia Practitioner. We will advertise the date soon on our website and in our waiting room.

Are you interested to know more about our PPG and become a member? You are welcome to attend our next meeting. (Name & Email /Contact Details)

Would you be interested in attending our planned Dementia Workshop? (Name & Email /Contact Details)

Are there any health care conditions that you would like to know more about?

We will advertise our workshops to patients, but if you would like to be more involved in a future workshop on a particular topic of interest to you, or volunteer to help please let us know.

Would you be interested in joining a fundraising committee, working alongside the PPG?

(Name & Email /Contact Details)

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What else do you think the PPG should be doing?

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How happy are you with healthcare in MARAZION SURGERY (by this we mean all services provided at Marazion Surgery).

| | |
|---------------------------|--|
| Very happy | |
| Fairly happy | |
| Neither happy nor unhappy | |
| Unhappy | |
| Very unhappy | |

If you have said you are unhappy, please tell us why. How can it be improved?

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How happy are you with healthcare in CORNWALL (by this we mean all services provided by the NHS in Cornwall).

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|---------------------------|--|
| Very happy | |
| Fairly happy | |
| Neither happy nor unhappy | |
| Unhappy | |
| Very unhappy | |

If you have said you are unhappy, please tell us why. How can it be improved?

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The results will be discussed at the next meeting on 4th September at 6.30pm at Marazion Surgery. If you are interested to know more about our PPG, please come along to our next meeting or leave a message for Juliette at reception. You will be made very welcome!

The group is not a forum for individual complaints and single issues concerns, these should be raised with the Practice direct so that a full investigation can be undertaken in a timely fashion and any issues dealt with appropriately.

Thank you once again for taking the time to complete our survey.

DEMOGRAPHIC INFORMATION (completion of this section is entirely voluntary)

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|--|--|-------------|--|-------------|--|-------------------|--|
| Male | | Age 0 - 17 | | Age 31 - 50 | | Age 71+ | |
| Female | | Age 18 - 30 | | Age 51 - 70 | | Prefer not to say | |
| How often have you visited the surgery in the last six months (approximately)? | | | | | | | |
| Disability (please state) | | | | | | | |