

**I would like to become a member of  
The Ridgeway Surgery PPG**

Please tick the box to confirm you have  
read and understood the information  
overleaf

☐

Title: Mr Mrs Miss Ms Other .....

Name: .....

Address: .....

.....

.....Postcode: .....

Age: Under 18 ..... 18-24 .....

25-60 ..... 60-75 ..... 75+ .....

Telephone: .....

Mobile: .....

E-Mail Address: .....

.....

Signature: .....

Date: .....

Please hand this form in at Reception  
or email to [ridgewaysurgery@nhs.net](mailto:ridgewaysurgery@nhs.net)

**Getting Involved**

No training is required to become a  
member of our PPG. The most important  
thing is that you are keen and focused on  
taking positive action to help and work  
with the practice.

Be prepared to give your opinion about  
the way the practice is run and any  
thoughts you have on how things could  
be improved. The PPG work with the  
practice to design patient surveys and  
subsequent action plans, run local health  
events for the community, assist with  
running flu and covid clinics etc.

If you would be interested in getting  
involved, please complete the slip  
opposite and return to Reception. We will  
then contact you with further details



**The Ridgeway Surgery**

175 The Ridgeway, Sedgley,  
Dudley, DY3 3UH

Telephone: 01902 886500

Website: [www.ridgewaysurgery.co.uk](http://www.ridgewaysurgery.co.uk)

**The  
Ridgeway  
Surgery  
  
Patient  
Participation  
Group  
  
Information  
Leaflet**



## Who We Are & What We Do

Members of the Patient Participation Group (PPG) are volunteers who work with the practice to represent patients, offering views on the services and facilities that are provided. Patients also have the option to be involved in the wider health issues across Dudley and for our local Primary Care Network.



### When do we meet?

We meet bi-monthly, usually the first Tuesday of the month, 6.30pm to 8.00pm at the practice. Details of all meetings are forwarded to members in advance.

### I can't get to meetings – how else can I be involved?

If you are not able to join us at the meetings, you could always join our “virtual group” and assist the group by responding by e-mail.

## Who We Are Not

We are not a forum for individual agendas or personal complaints. Complaints must be made directly to the practice to comply with the standardised NHS Complaints Procedure and be handled under a strict code of confidentiality. If you have a complaint, please either speak to one of the practice team or pick up the practice information leaflet on complaints.



### Future Plans

We want to encourage additional patients to join the group. Our aim is to have a diverse network of patients from various demographics of our practice list.

We always welcome suggestions and ideas that contribute to patient experience when they visit the practice. Your suggestions can be forwarded to the Practice Manager to be discussed with the PPG where appropriate.

## Joining our PPG

To join our PPG complete the form overleaf and hand in to reception or email it to the surgery. This does not mean you will have to attend all meetings, but there is a commitment to attend at least one group meeting per year. In addition to this, we also welcome your views and opinions via e-mail or telephone.

## Data Protection



*The information you provide overleaf will be used by The Ridgeway Surgery to contact you about our health care services, activities and events. Your details will only be used for this purpose and will not be shared with anyone else. The information you supply will be held securely and in accordance with the Data Protection Act 1998. You can opt out of the PPG at any time by informing the Practice Manager and your details will be removed.*