



Highfield Surgery Patient Participation Group (PPG)

Your Surgery – Your Voice

Highfield Surgery Patients Participating Group, or PPG for short, is run by volunteer patients to **strengthen** the relationship between the **surgery** and you, the **patient**. PPG is there as a critical friend of the surgery and by working **‘Together Everyone Achieves More (TEAM)**.

Highfield Surgery PPG 2025/2026 Action Plan

1. Highfield Surgery PPG Webpage on Highfield Surgery website.

Following new NHS guidance on the structure and format of surgery website, Highfield Surgery website has been revamped, and the overall outcome is excellent. It is much more patient friendly and easier for patients to navigate and readily access relevant information via different ‘Tiles’ with inbuilt links and dropdown menus. Peter and I are in the process of implementing this approach as per attached **Document 1**. The current location of PPG link, at the bottom of the website, will be relocated prominently as a ‘Tile’, with the following links, as per **Document 1** - An introduction to Highfield Surgery Patient Participation Group (“PPG”) from Bal Chauhan, Chair of PPG:

1. Healthwatch Bucks’ PPG video
2. The PPG Action Plan
3. The Surgery Staffing
4. The Services
5. PPG Leaflets
6. Link to Complaints and feedback).
7. PPG Consultative Forum
8. PPG Application Form
9. PPG Committee
10. An invitation for patients to volunteer to join the PPG
11. Link to PPG Newsletter

PPG & Surgery Leads:
Bal Chauhan/Lisa Wooster

Timescale:
April to July 2025

<p>2. Highfield Surgery PPG Consultative Forum (HSPPGCF) - Update</p> <p>182 patients have been recruited by April 2025 as members of HSPPGCF against an overall target of 700 (10%) of 7000 patients on the surgery list.</p> <p>PPG sessions held once a month in Highfield Surgery has proven to be the most effective and productive method in recruiting patients to join the HSPPGCF. A smaller number were recruited via PPG sessions in - Hazlemere Library, The Atrium, annual flu vaccination sessions and house to house canvassing.</p> <p>HSPPGCF application form has been revised. Following action points will be adopted to reach the target of 700 patients:</p> <ul style="list-style-type: none"> ➤ Hold PPG sessions in the surgery twice a month on Tuesday from 11.00 am to 12.30 pm and Thursday from 3.00 pm to 4.30 pm from July 2025 onwards. ➤ Replace monthly PPG session on 3rd Friday of the month at Hazlemere Library, which focused purely on PPG, with quarterly sessions, in partnership with neighbouring PPGs, Healthwatch Bucks, Rowlands Pharmacy, Digital Café, Talking Café. A broader health awareness agenda will be the focus, but PPG will be an integral part of each session. Most of the people approached in the library sessions were not registered with Highfield Surgery but with neighbouring surgeries - Hazlemere, Penn, Hughenden Valley, Tower House, Priory and others. It is envisaged that PPGs from neighbouring PCNs will also participate in these quarterly sessions. Chair of the Cygnet PCN PPG has been approached, and this initiative will be raised in the Wycombe PPG Network meeting arranged on 23rd April 2025 to see if any other neighbouring PPGs would be interested in collaborative working. ➤ Recruit patients to become members HSPPGCF during the planned 'Looking After Your Health – It is Your Health' event in June 2025 (More details in Section 5). Also, at the PPG Stall at Hazlemere Fete on Monday 25th August 2025. (More details in Section 5) ➤ Recruit patients to become members HSPPGCF in Highfield Surgery, as follows: <ul style="list-style-type: none"> • Include revised PPG application form in the 'Information pack for new patients. • 'Join Our PPG' link in PPG webpage on Highfield Surgery website. • Revised PPG application form available on PPG Notice Board in a plastic holder. • Revised PPG application form handed to patients at the end of clinical sessions. 	<p>PPG & Surgery Leads: Bal Chauhan/Ruth Murden Lisa Wooster</p> <p>Timescale: Recruit and train PPG Volunteers - April 2025 onwards</p> <p>Review – January 2026.</p>
<p>3. Networking, joint working and building partnerships at a local and a regional level</p> <p>Healthwatch Bucks.</p> <p>Effective working relationship has been established with Fiona Dite, Patient and Public Experience Manager, Healthwatch Bucks. Role of Healthwatch Bucks was discussed in PPG Committee meeting in October 2024. The outcome and the output of our PPG Action Plan has been recognised, and we have been invited to submit our PPG model of patient-led PPG for inclusion in the Healthwatch Bucks PPG Toolkit.</p> <p>A better understanding of Highfield Surgery PPG's position within Buckinghamshire has also been gained with attendance at Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board ((BOB/ICB) meetings organised by Healthwatch Bucks.</p>	<p>PPG & Surgery Leads: Bal Chauhan/Ruth Murden Lisa Wooster</p> <p>Fiona Dite, Patient and Public Experience Manager, Healthwatch Bucks.</p> <p>Timescale: April 2025 - ongoing</p>

<p>It is increasingly becoming evident that Highfield Surgery PPG need to build effective locality-based network and partnership working with neighbouring PPGs, within our own PCNs and neighbouring PCNs, to achieve our goal of developing a patient -led PPG. Healthwatch Buck is also involved in developing Wycombe PPG Network, as evidenced in Section 4 and 5.</p>	
<p>4. Planned PPG Event – ‘Looking After Your Health – It is Your Health’ event in June 2025</p> <p>Following a successful ‘Living with Pain Well’ on 17th April 2024, ‘Looking After Your Health – It is Your Health’ event is planned for patients and carers on 11th June 2025 from 1.00 pm to 4.00 pm in a local venue. The event is linked to locally and nationally organised events e.g. Dementia Awareness Week – 19th to 25th May 2025, Carer’s Week – 9th to 15th June 2025, Mental Health Awareness Week – 12th to 18th June 2025, Diabetes Awareness Week – 10th to 16th June 2025.</p> <p>It is envisaged that PPGs from neighbouring PCNs will also participate. Chair of the Cygnet PCN PPG has been approached, and this initiative will be raised in the Wycombe PPG Network meeting arranged on 23rd April to see if any other neighbouring PPGs would be interested in collaborative working. Locality based statutory and voluntary health and social care organisations, and other stakeholders will also be invited to help organise the event, set up a stall to publicise their services and provide information to attendees. PPG volunteers will be recruited to organise and help at the event.</p> <p>Each organisation will meet their own cost to set up a stall at the event but will be requested to contribute to a separate budget to cover incidental expenditure e.g. refreshments etc.</p>	<p>PPG & Surgery Leads: Bal Chauhan/Ruth Murden Lisa Wooster/Russ Murden</p> <p>Michelle Bewley - Senior Community Development Social Prescriber Arc Bucks Primary Care Network Marlow Access Team</p> <p>Fiona Dite, Patient and Public Experience Manager, Healthwatch Bucks.</p> <p>Other PPGs</p> <p>Timescale: April – June 2025</p> <p>Working Group Members: TBA</p>
<p>5. Hazlemere Fete – Monday 25th August 2025</p> <p>Last year we put in half a page PPG advert in Hazlemere Fete brochure, which is delivered across a wide catchment area. Some of the people attending the fete will be registered at Highfield Surgery, but most will be patients at neighbouring surgeries - Hazlemere, Penn, Hughenden Valley, Tower House, Priory and others. PPGs from neighbouring PCNs will be invited to work in partnership with us. Chair of the Cygnet PCN PPG has been approached, and this event will be raised in the Wycombe Network meeting arranged on 23rd April to see if any other neighbouring PPGs would be interested in collaborative working.</p> <p>A full-page PPG advert covering Highfield Surgery and neighbouring PPGs will be submitted. A gazebo and a stall will be set up. PPG volunteers will be recruited to organise and help at the event.</p> <p>Other PPGs will be asked to contribute to cost of an advert and setting up a stall.</p>	<p>PPG & Surgery Leads: Bal Chauhan/Ruth Murden Lisa Wooster</p> <p>Other PPGs</p> <p>Timescale: April – August 2025</p> <p>Working Group Members: TBA</p>

<p>6. Highfield Surgery - Making the most of patient feedback data and other relevant Data.</p> <p>PPG will analyse valuable feedback from patients from the following source and publish a summary, on a quarterly basis, in the PPG Newsletter.</p> <ul style="list-style-type: none"> ➤ GP Patient Survey data on Highfield Surgery https://gp-patient.co.uk . https://gp-patient.co.uk/patientExperiences?practicecode=K82012. ➤ Highfield Surgery Friends & Family Data ➤ Highfield Surgery Klinik – Quarterly data on patient access and use of Klinik/Outcome. ➤ Highfield Surgery - Number of missed appointments and cost to the surgery. 	<p>PPG & Surgery Leads: Bal Chauhan/Ruth Murden Lisa Wooster</p> <p>Timescale: Quarterly</p>
<p>7. PPG publicity and communication with patients</p> <p>To strengthen the relationship between the surgery and the patient, PPG will publicise following leaflets listed in the Chair's welcome invitation in the PPG webpage. Fiona Dite has offered to help PPG with design, format and publication of PPG leaflets and publicity material.</p> <ul style="list-style-type: none"> ➤ What the PPG will do to support Highfield Surgery to improve your patient experience and what Highfield Surgery will do to support the PPG to improve your patient experience. ➤ Mutual responsibility - What you can expect from the surgery and what the surgery expects from you. ➤ How patients can help the surgery to help the patient – Do's and Don'ts. ➤ Klinik - How patients can help the staff at the surgery to achieve the best outcome for everyone. <p>As an integral part of strengthening the relationship between the surgery and the patient, PPG will publish a Quarterly PPG Newsletter, with input from Highfield Surgery, drafted after each quarterly PPG Committee meetings. It will be emailed, under bcc, from the PPG email address – ChairHighfieldSurgeryPPG@outlook.com to all patients on the HSPPGCF list in January, April, July and October. Copies of the PPG Newsletter will also be available on Highfield Surgery PPG webpage and PPG Notice Board.</p>	<p>PPG & Surgery Leads: Bal Chauhan/Ruth Murden Lisa Wooster</p> <p>Plain English Panel</p> <p>Timescale: April onwards - 2025</p>
<p>8. PPG Committee – PPG Working Groups</p> <p>Bal Chauhan have agreed to remain as Chair of the PPG for a further 2 years to continue to make further progress on developing a fully functional patient-led PPG. A 5th member has been recruited to join 4 members on the Committee. PPG will recruit more patient members to join PPG Committee in line with the Healthwatch Bucks's PPG Recruitment Guide. E.g. via PPG webpage, HSPPGCF application form and a leaflet which can be handed out by surgery staff to potential patient volunteers.</p> <p>A flexible approach to participation in PPG Action Plan will attract patient volunteers who wish to support PPG on specific action points but do not wish to attend formal Committee meetings. To enable them to participate fully, it is proposed that we have a PPG Working Group meeting after the Committee meeting at 2.00 pm to progress work on the PPG Action Plan.</p>	<p>PPG & Surgery Leads: Bal Chauhan/Ruth Murden Lisa Wooster</p> <p>PPG Committee members.</p> <p>Timescale: April onwards 2025</p>

9. PPG Budget:				PPG & Surgery Leads: Bal Chauhan/Ruth Murden Lisa Wooster Accountable to: Peter Darling
Item	Details	Expenditure	Comments	
Membership				
PPG Events				
PPG Promotion & Publicity				
Printing cost				
PPG Travel <ul style="list-style-type: none"> - Mileage - Car Parking Fee 				