



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)**.

Patient Participation Group (PPG) Consultative Forum – Application Form

Highfield Surgery has over 7,000 patients on their list. There are 12 clinical staff – 4 GPs, 8 Nurses/ Healthcare Assistants/ Phlebotomists, Midwife, Para-Medics - supported by 2 managers and 9 Receptionists/Secretaries.

GP Patient Survey (gp-patient.co.uk) shows that in 2024:

Accessing Highfield Surgery practice: Overall, 89% of patients describe their overall experience as **good** compared to 75% across other **local** surgeries and **74% nationally**.

Experience at last appointment: Overall, 89% of patients describe their overall experience as **good** compared to 75% across other **local** surgeries and **74% nationally**.

Patients can find out how Highfield Surgery is doing by looking at ([Link to 3 Cs - Compliments, Comments and Complaints](#)). PPG will publish a Newsletter every 3 months – January/April/July/October – with news from the PPG and the surgery ([Link to Quarterly PPG Newsletter](#)). We will include a section, “You told us this. We did this”

Please note that the Highfield Surgery PPG cannot get involved in any aspect of patient’s medical or clinical health or any complaints linked to their health.

PPG has set up a Highfield Surgery PPG Consultative Forum (HSPPGCF) to get feedback from patients. Highfield Surgery patients can become a member of the Forum now and help us achieve our target of 700 patients - 10% of the 7000 patients registered at the surgery - based on their age, gender, ethnicity and carer role. By April 2025, 182 patients have signed up. If you have not already joined the Forum, please submit this application form online or print it off and drop it off at the surgery. PPG will contact patient who are members of the Forum once a year to take part in a survey to hear and learn what they feel about services provided by the surgery. **Please fill in the following contact details:**

Name:		
Email address:		
Telephone:	Landline:	
	Mobile:	

Your personal data will be held by Highfield Surgery PPG. These will **NEVER** be shared with a third party under any circumstances. You can opt out of this Highfield Surgery PPG Consultative Forum communication list at any time by informing the PPG.

Signature:

Date:

The following additional information will help us to contact you to seek your views, based on your contact with the surgery, but also linked to your age, gender, ethnicity and carer role. **Please tick appropriate category.**

How often do you contact the surgery?		
Regularly	Occasionally	Very rarely

Do you use Highfield Surgery website?		
Yes	To get information about the surgery	No
	To order prescription	
	To use KLINIK	
	Other reasons:	

Are you a family carer of a patient registered with Highfield Surgery?		
Yes: For Adult	Yes: For Children	No

Gender:			
Male	Female	Transgender	Prefer not to say

Age Group:				
Under 16	17- 24	25-34	35-44	45 -54
55-64	65-74	75-84	Over 84	

Ethnic Origin:				
White British	English	Welsh	Irish	Other
Black or Black British	Caribbean	African	Other	
Asian or Asian British:	Indian	Pakistani	Bangladeshi	Other
Mixed Race British:	White & Black Caribbean	White & Black African	White & Asian	Other
Ethnic Origin not covered above				

The PPG Committee has 5 patient volunteers. We would like to recruit 3 or 4 more patient volunteers to join PPG Committee. We would also like to recruit patient volunteers who do not like to attend Committee meetings but are interested delivering any of our action points ([Link to the 2025/26 Action Plan](#)) which involves meeting other patients face to face. If you are interested, please get in touch with Bal Chauhan, Chair of PPG Committee to have a chat ChairHighfieldSurgeryPPG@outlook.com .

Please drop your completed application form in the Highfield Surgery Reception Waiting Room.