



Dear Fellow Patient,

Welcome to Highfield Surgery Patient Participation Group (PPG). Every surgery in England is required to have a PPG to strengthen the relationship between the surgery and you, the patient. PPG is there as a critical friend of the surgery. **Your Surgery – Your Voice**

The Healthwatch Bucks' video <https://youtu.be/kw6PShhKGoA> provides a good summary of what PPG is all about. ([Link](#))

Highfield Surgery PPG patients (volunteers) and staff from the surgery have jointly developed a plan ([Link to the 2025/26 Action Plan](#)) which captures key PPG priorities. By working 'Together Everyone Achieves More (TEAM).

Highfield Surgery has over 7000 patients served by 12 clinical staff – 4 GPs, 8 Nurses, Healthcare Assistants/Phlebotomists, Midwife and Paramedics – supported by 2 managers and 9 Receptionists/Secretaries ([Link to Surgery Staff](#)) and provide a range of services ([Link to Services](#)). PPG has developed the following leaflets to help patients get most from services at the surgery ([Link to PPG leaflets](#))

- 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.

Patients can find out how Highfield Surgery is doing ([Link to 3 Cs - Compliments, Comments and Complaints](#)).

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 Consultative Forum ([Link to Consultative Forum](#)). Patients can become a member of the PPG Consultative 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. PPG has signed up 181 patients so far. We will contact these patients once a year to take part in a survey to hear and learn what patients feel about services provided by the surgery.

If you have not already joined, please fill in an application form. ([Link to online PPG Consultative Forum Application Form](#)).

The PPG Committee is made up of 5 volunteer patients ([Link to Committee Members](#)). PPG Committee 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 have interested, please get in touch with Bal Chauhan, Chair of PPG Committee to have a chat via email: ChairHighfieldSurgeryPPG@outlook.com.

Highfield Surgery PPG publishes 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”**

Kind regards,
Bal Chauhan, Chair of Highfield Surgery Patient Participation Group