

Dear Fellow Patient,

Welcome to Highfield Surgery Patient Participation Group (PPG).

We have 135 patients who have become members of the Highfield Surgery PPG Consultative Forum. Our aim is to recruit seven hundred patients (10%, based on the demography of the seven thousand patients on the surgery list.)

We would like to hear from you if you are interested in becoming a volunteer patient to help the PPG in their work programme and/or suggest ways PPG can strengthen the relationship between the surgery and you, the patient.

If you wish to be a member of the PPG Consultative Forum, please email us on [highfieldsurgeryppg@outlook.com](mailto:highfieldsurgeryppg@outlook.com). We will email you an application form to become a member.

Your contact details will be used exclusively to send you the following:

- Quarterly PPG Newsletter with news and details of progress PPG has made, plans and forthcoming PPG events.
- Mobile number will be used to send an occasional text to patients on PPG events.
- We will contact patients to take part in surveys, based on the information provided in the application form - age, gender, ethnicity, carer role - to learn their experience of the surgery and how it can be improved.

The information you supply us will be used lawfully, in accordance with the Data Protection Act 2018. This Act gives you the right to know what information is held about you and sets out rules to make sure that this information is managed properly.

We will **NEVER** disclose your email address to a third party under any circumstances. You can opt out of this mailing list at any time by clicking the unsubscribe button included in every email.

Any patient can email us on [highfieldsurgeryppg@outlook.com](mailto:highfieldsurgeryppg@outlook.com) if they have a general issue to raise with the PPG.

**However, PPG cannot get involved in medical or clinical matters. PPG also cannot get involved in complaints which must be made using the surgery's [complaints procedures](#) which patients can access on the surgery website.**

Kind regards,

Bal Chauhan  
Chair of Highfield Surgery Patient Participation Group