

Will my views be heard?

Your views are important and will be listened to. It may not be possible to act on every suggestion, but all feedback is very valuable.

Working in a spirit of mutual respect, openness and trust, all patients' views will be discussed and, where appropriate, we will work together on solutions.

How can I sign up?

Download the VPPG registration form which is available on the practice website:

<https://havergalsurgery.nhs.uk/>

*Don't delay,
get started today!*

Help available to go online

- UK online centres which help people learn how to use the internet and manage their health online. For more information and to find your nearest local venue, please go to www.learnmyway.com
- Age UK helps older people get online. For more information and to find your local Age UK centre please go to www.ageuk.org.uk or call the Age UK advice line on 0800 169 2081
- Good Things Foundation in partnership with NHS Digital is running a programme to ensure people have the skills they need to access relevant health information and health services online on 01143491666



Click and easy

GP online services

You can now book appointments, order repeat prescriptions and even access your GP records online. It's quick, easy and your information is secure.

Register for online services at your GP surgery or to find out more visit nhs.uk/GPonlineservices



Havergal Surgery

Dr Amrish Gor MBBS, LRCP, LRCS, LRCPS

Dr Talia Syed MBBS, MRCGP, DFFP

Virtual Patient Participation Group



9-10 Havergal Villas

Green Lanes

London

N15 3DY

T: 0208 888 6662

E: harccg.havergalsurgery@nhs.net

Join Us!



Should I join?

You have been to Havergal Surgery as either a patient, parent, carer or even a friend.

Your experience matter and you can bring different ideas to help us treat patients better or to help us improve in the services which we provide.

You will also gain a better awareness of the NHS and have your say in providing input regarding NEW or existing NHS services which we provide at Havergal Surgery.



What is Patient Participation Group or PPG?

The patient participation group consists of patients who wish to be involved in the local practice whilst taking an active role in developing local health services.

The purpose of the group is to facilitate patients and the practice staff working together to share ideas to help improve the services offered at the practice in addition to sourcing out any local community services that would help enhance aspects of the patient's lives.

The group will also have the responsibility of helping patients to take more responsibility for their own health, the group also offers an avenue for patients to have a say in how services are planned, developed and evaluated to foster a good working relationship with the practice staff and GPs.

How often does the Patient Participation Group meet?

We all lead busy lives so we meet up annually and hope you can join us. With the uncertainties of the COVID-19 pandemic, these will be done virtually.



What is a virtual patient participation group?

A virtual group is a group of patients who would like to be part of the Patient Participation Group but are not able to attend meetings. They get involved by email instead. Information such as minutes of the Patient Participation Group meetings and surveys will be shared electronically. It means that if you can't make face-to-face meetings, are caring for someone and unable to leave them, or are working, you can still be kept informed, give your views and participate.