



Patient Participation Group News

Patient Participation Group (PPG) Survey Insights

During PPG Awareness Week in May, we invited all patients at Chillington Health Centre to take part in a brief survey exploring their understanding of the Patient Participation Group (PPG) and its role within our practice.

Thank you to everyone who took part. With 140 responses, your feedback has given us valuable insights into how we can better connect with and serve our community.

Your Voice Matters - Here's What You Told Us

<i>Awareness of the PPG</i>	<i>Patient Opinions</i>												
42.9% of respondents were aware of the Patient Participation Group. Top sources of awareness • Posters/Leaflets in Practice • Practice Website • PPG Newsletter Involvement & interest • 95% have never attended a meeting • 37% want updates • 15.9% are interested in joining What would encourage involvement? ✓ Clear purpose of the group ✓ Opportunities to influence decisions ✓ Online meetings ✓ Flexible meeting times	How important is patient involvement? • Very important: 54% • Somewhat important: 43.1% Focus areas for the PPG: <table> <tr> <th>Priority Area</th><th>% of Respondents</th></tr> <tr> <td>Communication & Information</td><td>65.9%</td></tr> <tr> <td>Appointment Systems</td><td>48.9%</td></tr> <tr> <td>Health Promotion & Education</td><td>48.1%</td></tr> <tr> <td>Services for Specific Groups</td><td>45.2%</td></tr> <tr> <td>Practice Environment</td><td>17%</td></tr> </table> Suggestions for Improvement • "Share meeting outcomes clearly" • "Offer email newsletters" • "Group clinics for common health issues" • "Feedback boxes for non-digital users"	Priority Area	% of Respondents	Communication & Information	65.9%	Appointment Systems	48.9%	Health Promotion & Education	48.1%	Services for Specific Groups	45.2%	Practice Environment	17%
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What We've Already Done

Thanks to your feedback, we have taken meaningful steps to strengthen our Patient Participation Group (PPG):

- **Raised awareness** through posters, and digital updates - with meeting minutes and past newsletters now available on the Practice website [Patient Group - Chillington Health Centre](#)
- **Introduced flexible participation options** including online meetings and varied timings
- **Enhanced communication** with clearer messaging and more accessible information
- **Friends and Family Test forms** are now available at the surgery, giving patients a simple way to provide feedback without needing to go online. Your views help us improve the care we provide.

Coming Soon

- A new display board in the waiting area will share your feedback, the actions we have taken in response, and the outcomes achieved - keeping you informed and involved

These changes are just the beginning. We are committed to building a more inclusive and responsive PPG - driven by your voice.

Flu & COVID-19 Vaccination Clinic

Saturday 11th October

Invites have been sent to all eligible patients to our upcoming Flu and COVID-19 Autumn Booster Clinic.

- **Invitations have been sent via text** with a booking link for those with mobile phones
- **Telephone calls are being made** to patients without mobile access to ensure everyone has the opportunity to book

Check your eligibility

Flu Vaccine Eligibility

<https://www.nhs.uk/vaccinations/flu-vaccine/>

COVID-19 Autumn Booster Eligibility

<https://www.nhs.uk/vaccinations/covid-19-vaccine/>



Further clinic dates will be confirmed shortly. If you haven't yet booked in, please contact the surgery to check current availability.

Help Support Our Vaccination Clinics - Marshallers and Car Parking Attendants Needed

If you would like to support the smooth running of our Flu & COVID-19 Vaccination Clinic by helping with marshalling, we'd love to hear from you. Please get in touch via chillingtonhealthcentreppg@outlook.com or call Philip Groves on 07855 323 101 to express your interest.

This Month's Top Tip

As the pace changes after summer, it is easy to feel overwhelmed. This September, try introducing a **"calm hour"** into your evening routine.

- **Unplug from screens** at least 30 minutes before bed
- **Read a book**, journal, or listen to calming music
- **Dim the lights** and create a peaceful environment
- **Stick to a regular sleep schedule** to support your body's natural rhythm

This simple habit can improve sleep quality, reduce stress, and help you feel more grounded as the seasons shift.

Get Involved

If you are interested in joining our PPG,
please email chillingtonhealthcentreppg@outlook.com
or call Kim Greening on 07942 289114

You can follow us on Facebook using the following link
[Chillington Health Centre Patient Participation Group | Facebook](#)
Or use the QR Code below



Published by Chillington Patient Participation Group. Editor: Andie Day