How you can help improve healthcare

West Berkshire Patient Panel is just one group looking for ideas to make experiences in GP surgeries and hospitals better.

Do you sometimes wonder when you’re sitting in a doctor’s surgery, waiting at the hospital, that something could be done to make your healthcare experience better?

Maybe you have an idea about remaking the appointment system. GP surgeries or suggestions to improve the way staff work don’t come out.

Well, there are lots of groups and others who are out there to make patients’ lives easier, the quality of healthcare services better.

We start with an introduction to the West Berkshire Patient Panel and details of how to become a patient leader.

Patient leaders see the eyes, ears and voices of patients. They work in partnership with GPs, nurses and other healthcare professionals to ensure that patient’s needs are met.

The West Berkshire Patient Panel is a member of the National Standards.

Workshops are available on how to make your experiences count. They are designed to help you understand the healthcare system and how to get involved.

The workshops cover things like:
- Effectively influencing the quality of services
- Working collaboratively with others
- Improving care and experiences

There are more workshops available at: http://www.npsa.nhs.uk/get-involved/patient-leaders

Here are a few other groups you could think about getting involved in:
- Your local health service

Patient Participation Group (PPG)

What is it? PPGs are groups of people invited to help improve healthcare services at your local hospital.

They are made up of people who want to improve the quality of services and are open to ideas and improve patient experiences.

They hold regular meetings, set out patient priorities, and keep in touch with patients and visitors to help improve their experiences.

What you can do: You can volunteer to be a member. Contact your local GP surgery for more information.

Healthcare

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If you’re not satisfied with the service you receive, you should contact your local medical practice and ask to speak to the practice manager.

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