

How can I find out more?



bnssg.patientparticipationgroup@nhs.net



<https://fromevalley.nhs.uk/surgery-information/patient-participation-group>



Please complete the form below and hand in to the reception desk.

One of us will be in touch with more details as soon as possible.



Name:

Please provide your contact details for a member of the PPG to come back to you:

.....

.....

Today's date:

The PPG is open to all registered patients and to anyone who is a carer of a registered patient.

*please
join us*



PPG Leaflet V1.3 2026

Frome Valley Medical Centre



Patient Participation Group (PPG)

Did you know that the **14,500** patients registered at our surgery, including you, are represented by **less than 50 people?**



Please, we need your help!

The purpose of the Patient Participation Group (PPG) is to enable patients and carers to be involved in decisions about the range, shape and quality of services provided by the practice.

We want to be more representative of all our patients and therefore we need more members to join us.

No training is required to become a member. The most important thing is that you are keen and focused on taking positive action to help the practice in improving the services and facilities it provides.

Your experiences and opinions matter and your voice will be heard.

You will also gain a better understanding of the NHS and how it works.



How do we meet?

We have two groups. An in-person group and email only group.

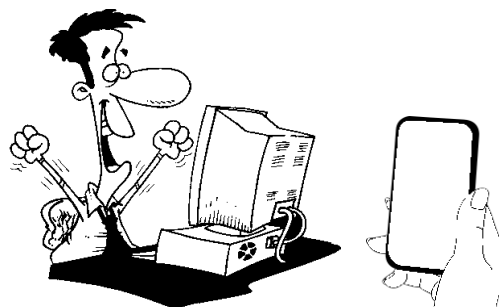
In-person group

We meet bi-monthly, on Wednesday afternoons, for 1-2 hours. People are also welcome to join us via video link.



Email group

To provide greater flexibility we have an email only group, where we periodically ask for your opinions via email.



Examples of what we have done

- Provided volunteers for vaccination clinics
- Suggested how the reception desk could improve patient access
- Contributed to the content and format of the website and to the information on the TV screens in the waiting room
- Worked with young people on matters specific to them
- Increased the number of carers registered at the practice
- Worked with local schools to increase support for young carers
- Identified the need for a local mother and baby group and helped to support its creation
- Improved information resources for those who are lonely or isolated