

May 2026

Dear Patient,

### **Help Shape the Future of Camelford Medical Centre – Join Our Patient Participation Group (PPG)**

At Camelford Medical Centre, we are committed to providing the best possible care and service for our patients. One of the most effective ways we can achieve this is by listening to the people who use our services.

We are therefore inviting patients to join our **Patient Participation Group (PPG)**.

#### **What is a Patient Participation Group?**

A Patient Participation Group is a group of patients, carers and practice staff who meet periodically to discuss ways in which the practice can continue to develop and improve its services. The group provides an opportunity for patients to share ideas, offer constructive feedback and help us understand what matters most to our community.

The PPG does not deal with individual medical issues or complaints. Instead, it focuses on broader topics such as:

- Improving patient experience.
- Access to appointments and services.
- Health promotion and wellbeing initiatives.
- Communication with patients.
- Developing new services where appropriate.
- Helping the practice understand the needs of our local community.

Your views can make a real difference.

#### **Who can join?**

Any patient aged 16 or over who is registered with Camelford Medical Centre is welcome to express an interest.

We are particularly keen to ensure that the group reflects the diversity of our patient population. We would therefore welcome volunteers of all ages and backgrounds, including:

- Working people
- Parents and carers
- Young adults
- Older people
- Patients living with long-term health conditions
- People with disabilities
- Carers
- Residents from across our local communities

No previous experience is required—just an interest in helping us improve the services we provide.

**What is involved?**

The group is expected to meet approximately four times each year, with meetings lasting around one to two hours. Wherever possible, meetings will be arranged at convenient times, and we hope to offer the option of joining remotely if appropriate.

From time to time, members may also be asked for their views by email on specific topics if they are unable to attend meetings.

**Interested?**

If you would like to become a member of our Patient Participation Group, please complete an Expression of Interest form available from Reception, contact the Practice using the details below.

**Telephone:** 01840 213894

**Email:** [camelfordmc.ppg@nhs.net](mailto:camelfordmc.ppg@nhs.net)

You can also go to our website <https://camelfordmedicalcentre.co.uk/ppg> where you will see a copy of this letter plus a draft constitution.

You can also speak to any member of our Reception Team, who will be happy to help.

If we receive more expressions of interest than there are places available, we will seek to establish a group that reflects the broad demographics of our practice population.

Thank you for considering becoming involved. By working together, we can continue to develop services that meet the needs of our patients and community.

We look forward to hearing from you.



Ian Shepherd  
Managing Partner



Dr Salil Pande  
GP Partner