

# **DR. M.AZAM (MBBS, LRCPS, FPA)**

## **PARK GRANGE MEDICAL CENTRE**

**141 WOODHEAD ROAD, BRADFORD BD7 2BL**

**Tel: 01274 522904/ FAX 01274 522958/522959**

**Email: [mohammed.azam@bradford.nhs.uk](mailto:mohammed.azam@bradford.nhs.uk)**

**Website: [www.parkgrangemc.com](http://www.parkgrangemc.com)**

### **Thank you for taking part in becoming a member of our patient participation group (PPG)**

The decision for successful applicants to the group will be based on our age, ethnicity, disabilities and disease. So to help you understand the PPG we have put together this information. If you have any further queries you need addressing, please contact our Practice Manager/ Administrator Rahela Parveen or GP principal Dr M.Azam. Ask at reception if they are free, or call and make an appointment.

#### **What is patient participation:**

Contribute to the continues improvement of the practice services

Ways of improving communication with practice and patients

Help patients to take responsibility of health and the practice to support patients to deliver with appropriate and required care.

#### **Patient input required to improve practice and patient services:**

##### **Putting patients views first:**

Getting good feed and views from the patient

Appointment system, repeat prescription systems, telephone systems, staff engagement, and any other views and points that patients want to put forward to the practice.

Discussing all new changes in systems and ways to improve the quality of the services, getting patients views, measuring patient satisfaction,

Designing new services and patient input to design this

Measuring patient satisfaction and implementing action to achieve high level of patient satisfaction

Obtaining patient views for planning permission and to build extension to the building and what the patient's requirements and needs are

Improving practice facilities for the patients

Using appropriate advertising methods to ensure appropriate patient services are advertised to the patients

Patient information:

Practice website

Leaflets and posters available in the practice

Your health complete and comprehensive guide available to our patients to make photocopies

**Support to patients:**

Helping and support available for house bound patients and carers

Patient group support and disseminate information

Community support available for house bound patients

Hospital transport and Advance transport booking

**In Summary PPG**

From the practice team our representatives would be the Practice Manager and Dr Mohammad Azam (GP Principal). There would also be a member of our nursing team and a member of our admin team. We hope this information has given good input about PPG and ways of improving services for the patients and the practice.

**Dr Mohammed Azam GP Principal**

**Rahela Parveen**

**Practice Manager/ Administrator and Patient Services**