



The King's Family Practice

Profile

The King's Family Practice (KFP) is situated at Magpie Hall Road, Chatham, which was built in 1994. The practice covers registered patients from the locality of Chatham central in Medway who are drawn from all social and ethnic backgrounds.

The practice has three GP Partners a Practice Nurses and HCA, and a number of administration staff i.e. receptionists, secretaries and administrators.

Magpie Hall Road, Chatham is open 8am-6.00pm Monday to Friday, with extended hours on a Monday evening until 8.00pm, and Saturday from 8am until 11am.

The practice aims to provide care for the whole person, whatever the health problem. A wide range of services are available to all patients; these include disease management, child health checks and immunisations, smoking cessation, foreign health travel, osteopathy and much more.



The King's Family Practice Patient Participation Group

Constitution

Group Title:

The name of the group shall be called the 'King's Family Practice Patient Participation Group'; (KFP PPG)

Aims:

- To promote co-operation and discussion between the practice staff and patients to the mutual interest and benefit of both parties.
- To help improve communication between the health professionals, the group and the wider patient population to enable patients to make positive suggestions and comments about the practice.

Objectives:

- The objective for which the KFP PPG has been established is to promote health by fostering the highest possible standard of primary care through the medium of patient participation.

PPG Composition

The group is made up of registered patients from the surgery. There are male and female members including a number from ethnic groups.

Attempts have been made to engage younger and ethnic minority's members through the practice newsletter, on the practice website and on site at the surgeries via the electronic sign in screen and the patient electronic calling system.

Whilst all members are not always able to attend the group meetings, the group ensures that all members briefed with all that is discussed and make to comments to be included at the following group meetings.

KFP PPG Charter

- The Patient Participation Group is neither a complaint gatherer nor resolver – although may have a role in the outcome of a complaint where such outcome could impact on the wider patient population. Any and all complaints brought to or addressed to the PPG are to be referred to the Practice Manager.
- The PPG will adhere to the same standards of patient confidentiality as that which binds the practice.
- Everyone attending PPG meetings has as equally valid a view as another.
- Discrimination in any and every form will not be tolerated.
- All views expressed and actions taken by the PPG can only be those that are representative of the PPG.
- The PPG cannot speak on behalf of the practice nor represent the practice in any way.
- The PPG will set its own frequency of meetings from time to time but will meet a minimum of four times a year.
- Notices of meetings, reports on meetings and information about the PPG's activities will be displayed on PPG notice boards, in surgery waiting rooms and on the Group's web page by the practice. Members of the PPG or virtual group will be notified by email alerts or through the post when necessary by the PPG Chair.
- The practice will assist wherever possible to facilitate meetings.
- Membership of the PPG confers no privileges not already afforded to all practice patients and therefore neither increases nor diminishes individual's access to practice staff and services, including clinician appointments.
- Membership shall be open and free to all patients and staff of the practice.
- Some administrative assistance will be provided by the practice.

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