SOLENT VIEW MEDICAL PRACTICE

Patient Participation Group Newsletter

October 2026



Welcome to our first newsletter

Our aim is to work with the Practice to improve patients' experience and support good healthcare in our community.

What is the PPG working on?

Listening to patients

We are trying different ways to hear from patients. We want to understand people's experiences and identify practical changes that could improve services and care.

A directory of local support

We have created a directory to help patients find organisations and services that may be able to offer support. It covers health and wellbeing, carers, older people, families, people living with medical conditions, and community and voluntary groups.



We update the directory regularly so the information stays useful. You can find the latest version on the Practice website: www.solentviewmedicalpractice.co.uk/pages/Directory-of-Services

Making online services easier to use

Many patients use eConsult to contact the Practice, and some find it difficult to use. The Practice is reviewing the system, and the PPG will share patients' views as part of that work.

https://www.facebook.com/groups/1809355429750265/
PPG page on SVMP website: www.solentviewmedicalpractice.co.uk/pages/Patient-Participation-Group
Email: ppg.feedback@hotmail.com

Online services are convenient for some people, while others may need help or prefer another way to get support. We are looking at how to make current systems easier to use and ensure alternatives are available for people who cannot use online services.

Sharing useful information

We want patients to be able to find clear, relevant information about the Practice and local health services. We have trialed a dedicated PPG Facebook page and are considering how social media could help us connect with patients. We are also exploring other ways to share updates, because not everyone uses social media or accesses information in the same way. If you are already on Facebook, why not join us – details at the foot of this newsletter or scan this QR code

How can you have a say?

Tell us what matters to you

The quickest way to share your views is to complete our survey before 1 December at https://tinyurl.com/solentviewppg . You can also email us at ppg.feedback@hotmail.com.

We are especially keen to hear from younger patients, working-age adults, parents and carers. The PPG cannot deal with individual concerns or complaints, but we can use feedback to help shape improvements for patients.

Volunteer in a way that suits you

The PPG is run by patient volunteers. Some members work together in small groups on particular projects. You could help with one activity or join a group.

You may have skills or interests you would like to share, or want to learn something new. Where it is suitable, you can work on an activity on your own or with another volunteer.

We understand that people have different commitments and availability. You do not need to attend every meeting or make a long-term commitment. We will work with you to find a way to take part that suits your circumstances.

Interested in finding out more? Email John Beavis at ppg.feedback@hotmail.com and he will be happy to talk with you.

A PPG that reflects our patients

Our Practice cares for around 13,400 patients. This includes people of all ages with a wide range of health needs.

16% are aged 0-17, 53% are aged 18-64 and 30% are over 65.

Around half of our patients have a long-term health condition, including about 43% of patients aged 25–44. More than one in five patients has depression, and more than one in five has high blood pressure.

These figures show how varied our community is. A young family, someone working full-time, a person managing a long-term condition and an older patient may all have different experiences and needs. We want the PPG to reflect that range so our ideas work for as many patients as possible.

At the moment, younger and working-age patients are under-represented in the PPG. We would really value hearing from more people in these groups. We know life is busy, so we will be flexible about how you take part.

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