



Dear patients,

## **PEG Article [01] – November 2022**

This is our first information article to the patient community of Llys Meddyg and Gyffin Surgeries.

In this article we were keen to provide patients with an understanding of the Patient Engagement Group and the way it works, with, but independently, of the surgeries.

If you wish to leave us with feedback regarding this article, then do please do so through the link found on the PEG website page. We welcome your thoughts..!

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## **Welcome to PEG**

Welcome to the Patient Engagement Group of the Llys Meddyg and Gyffin Surgeries.

The other members of the PEG look forward to working with you to support and improve our GP surgeries.

As a new member it is important to understand the baseline requirement from which we all work.

- 1) PEG membership is voluntary and does not attract any payment.
- 2) The PEG has an advisory role and does not have any executive powers within the surgery. We can recommend but we cannot insist.
- 3) The PEG does not have a budget and therefore any suggestions for brand new or additional non-clinical activities should come with an identified or suggested funding stream.
- 4) The PEG works within the framework of the combined surgeries of Conwy and is therefore ultimately answerable to the GP partners.
- 5) Being a member of the PEG is a privilege as it offers direct access to the most senior management position in the surgeries, the Business and Assurance Lead, Richard Marriot. It does not however offer us any advantage in terms of access to our GPs or other health care services.
- 6) It is important to declare any potential conflicts of interest you may have. Examples of potential conflicts include having a close relationship with the surgeries in terms of a family member working in the surgeries or supplying services/goods to the surgeries. While conflicts of interest do not preclude PEG membership, it is vital that any potential conflict is declared to the other members at the start of meetings. Similarly, if you have a grievance with the surgery, this should be declared.
- 7) Communication within the PEG is via email and so you must be willing to share your email address with the group so that timely and efficient communication is maintained. Similarly, the PEG documents are primarily written, edited and saved in Microsoft Word. Some documents are circulated as portable document files (pdfs). Ideally you need access to software that will allow you read and contribute to these documents.
- 8) The full PEG meetings are held bi-monthly. Please do your best to attend. If you cannot attend, please send your apologies (and any comments on agenda items). If you do not attend three consecutive meetings and do not send apologies, we will assume you no longer wish to attend, and we will not communicate further. Some of the documents seen by the PEG are confidential and so should not be distributed widely.



## Llys Meddyg and Gyffin Surgeries – Patient Engagement Group

Collaboratively supporting our patient community!!

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- 9) Please familiarize yourself with the Terms of Reference of the PEG and also the Patient Charter which can be found on the My Surgery App

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Saxon Ridley – Chair

On behalf of the 'Llys Meddyg and Gyffin Surgeries Patient Engagement Group'