



9 Years with the Dronfield PPG: Connection, Contribution & Community

For the past nine years, I've had the privilege of being part of the **Patient Participation Group (PPG)** at **Dronfield Medical Practice**—an experience that has not only connected me more deeply to my community but also reminded me of the power of everyday people to make a meaningful difference, by giving their time to support their community and the NHS.

When I first joined the group, I wasn't entirely sure what to expect. On arrival at my first meeting I was initially mistaken for a new GP!. What I found was a space where real voices—**patients' voices**—are welcomed, valued, and truly listened to. Over the years, I've seen how the practice is committed to transparency, collaboration, and continuous improvement. They've made it clear that we're not just ticking a box—we're contributing to the bigger picture of healthcare in our town.

As a **single mother of two**, living in Dronfield and only occasionally using the surgery for myself or my two young children at the time, I've felt both seen and heard. My experiences as a parent, a patient, and a working professional have been taken seriously. There's something deeply affirming about knowing your personal perspective is helping to shape how services are delivered—not just for your own family, but for the wider community.

The PPG has also allowed me to bring my **professional skills** to the table. Whether through communication, strategic thinking, or my professional background in health inequalities. I've been able to contribute in a way that feels meaningful and appreciated. It's not just about sitting in meetings—it's about helping make the patient experience better, more informed, and more human.

Being part of the PPG has also given me a profound sense of **connection to Dronfield**. It's easy to feel like healthcare is something that happens to us—but being in the group has made me feel like I'm part of the solution. Especially during challenging times for the NHS, it feels good to know I'm doing something—no matter how small—to support a system I believe in.

I'm incredibly grateful to Dronfield Medical Practice for creating such an inclusive and respectful environment. It's rare to be part of something where **your voice genuinely matters**, but that's exactly what the PPG has offered me.

When my daughter was 16, she also volunteered with the PPG and it was great to have a young person's perspective. The PPG is always wanting to reflect the full diversity of its very many patients.

Thank you, Dronfield Medical Practice and my fellow PPG members.

I would wholeheartedly encourage anyone to come and join us or your own GP surgery PPG, and if they do not have one yet, get one started!

Pam Daniel

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