

# Building Effective Patient Participation Groups

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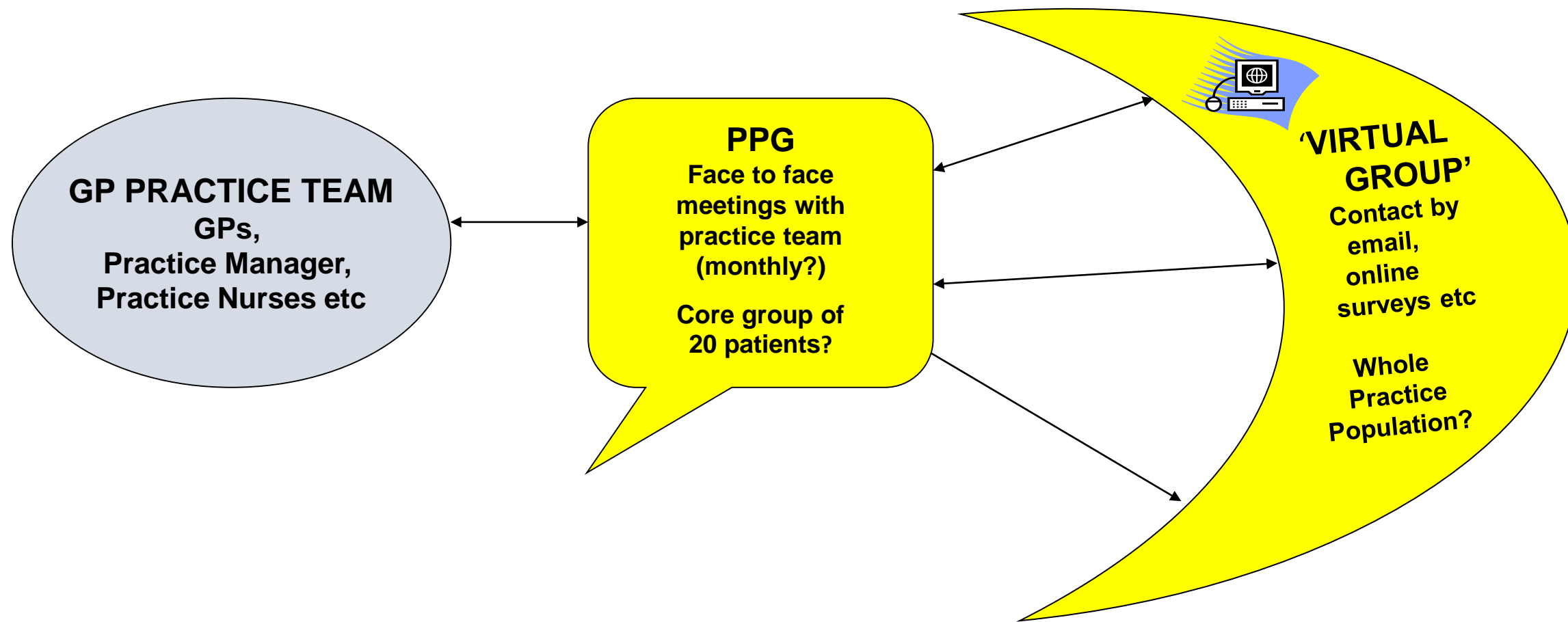
# What are PPGs?

- ✓ Groups of **active** volunteers working in mutually agreed relationship with practice staff, including GPs
- ✓ Build on mutual trust and respect
- ✓ Patient participation means patients working with a practice to:
  - contribute to continuous improvement of services and quality of care
  - help patients to take more responsibility for their health and care
  - foster improved communication between patients and the practice
  - support for the practice and help implement change
- ✓ Focus is determined by needs of the community in consultation with staff.

# What PPGs are NOT

- ✓ Forum for complaints
- ✓ Implementation of a pre-determined agenda
- ✓ Doctors' fan club
- ✓ Time consuming activity for practice staff

# A successful PPG 'model'



# What are the benefits of a PPG?

- ✓ Critical friends
- ✓ Sounding Board
- ✓ Two-way communication
- ✓ Feedback on services
- ✓ Information
- ✓ Health promotion
- ✓ Patient experience

**Independence**

# What patients can contribute

- ✓ User experience
- ✓ Patients as expert
- ✓ Range of skills and experience
- ✓ Local networks and links with wider community
- ✓ Support

# Recruitment

- ✓ Joint effort with all practice staff
- ✓ Be systematic
- ✓ Be open
- ✓ Have consistent message on why to join and purpose
- ✓ Publicise PPG activities and achievements
- ✓ Be visible in the practice and locally
- ✓ Reach out

# Building blocks of good PPGs

- ✓ Clearly defined terms of reference – **principles**
- ✓ Clear understanding of **purpose & role**
- ✓ Inclusive & representative **membership**
- ✓ Effective and sustainable **operation**
- ✓ Strong, supportive **relationships & culture**
- ✓ **Activities**, not just a 'talking shop'



# Building Better Participation Guide



Building better participation



Goals within four inter-linked areas

- Getting PPGs in place
- Helping PPGs to work well
- Knowing and working with PPGs
- Influencing beyond the GP practice

For more information, visit [www.napp.org.uk](http://www.napp.org.uk)

# What does a good PPG look like?

- ✓ Active
- ✓ Making a difference to patients and the practice
- ✓ visible to patients and the practice
- ✓ Achieving results
- ✓ Meeting the needs of the community
- ✓ Connects with other PPGs, local community groups and other relevant organisations