



Camden
Clinical Commissioning Group

PPG Success Stories

David Green,
Hampstead Group Practice
PPG Chair



1: Patient Participation Group (PPG) Success Story



What does success look like?

- Success of the PPG is dependent on the close collaboration between the PPG and the practice partners and manager.
- This has evolved over the past decade. Originally chaired by a partner, changes have been made to produce a formula which generally works well.
- Our meetings, held three times a year, consist of two parts. In the first part the PPG members meet alone to review the agenda, feedback received from patients and prepare what they want to discuss with the practice. For the second part two partners join, together with the practice manager and other staff members as appropriate.



PPG meetings

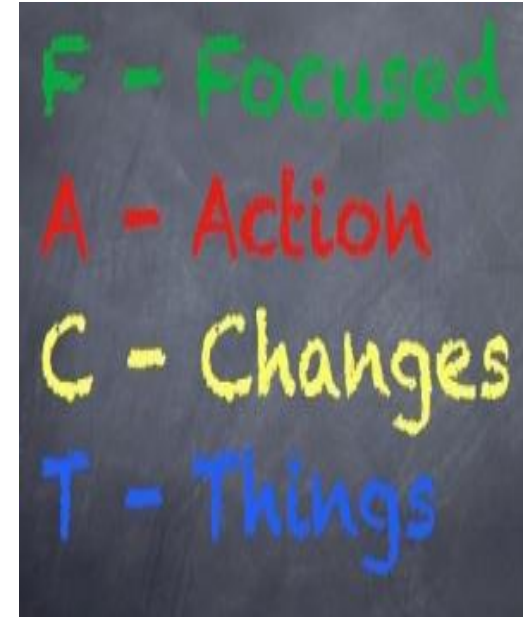
▪ Routine agenda items cover

- patient feedback from Comments Book (more later), Friends & Family Test results since the last meeting, NHS patient surveys etc
- practice news, including staff and premises issues
- local hospital and CCG issues



Focused Actions Changes Things

- Dialogue in the meeting on each of these issues leads on to decisions about what the practice will do and what the PPG will do.
- The meetings, including the commitments on future action by both practice and PPG, are minuted and the progress on the action points reviewed at the subsequent meeting.
- The deputy practice manager serves as secretary of the meetings, preparing the minutes and circulating in advance the relevant papers, including the practice analysis of the FFT outcomes.



Open Meetings

- The practice also holds annually an open meeting for all patients for which the practice provides food and refreshments. This is chaired by the PPG chair with presentations by the partners and management of the practice, all of whom are normally present, and sometimes an outside speaker, and then an extended Q&A session to enable patients to raise anything they wish.
- The agenda for the meeting is prepared jointly by the practice and the PPG which enables issues to be raised to be discussed at the time or subsequently.



Practice Comments Book

- An important part of the process is the practice Comments Book. This too has evolved over the years, well in advance of the introduction of FFT, and remains a very useful form of patient feedback.
- A book, well-signposted, is available in reception for patients to write comments as they think fit. The practice then responds to every one of these comments in writing within a relatively short period of time so that all patients can see what other patients have said and how the practice has responded.
- The comments range across complaints relating both to clinical and administrative/premises matters, to compliments to individual staff members or general appreciation of aspects of the service received.



Closing Remarks

- Over time the PPG is convinced that these processes have led to the embedding of better experiences for patients as a result of action taken by the practice.
- This outcome is dependent on the commitment of the entire practice to using these processes to listen and learn and, where appropriate, explain where patients have misunderstood the constraints within which the practice has to work.
- This success requires, on the one hand, commitment of resources by the partners and practice management , and, on the other, the willingness of PPG members to contribute constructive and practical solutions to whatever concerns have been identified and to participate in explaining to other patients where their expectations are unrealistic.



Closing Remarks

- What works less well is that the timing of the meetings-at 5pm for the pre-meeting of the PPG members, and then at 6pm to meet jointly with the partners after their clinics are concluded. This limits the scope of membership of the PPG to those not working or without family commitments at those times. The PPG is giving thought to how more diverse membership might be made possible without losing the benefits of the current carefully prepared meetings with the practice.
- Overall, the collaborative approach which has developed, which requires commitment from both sides, has, we believe, served both patients and practice well

