

GUIDELINES FOR PATIENT PARTICIPATION GROUPS

WHAT IS A PPG?

It is when the Patients work with a practice to:

- Contribute to the continuous improvement of services;
- Foster improved communication between the practice and its patients;
- Help patients to take more responsibility for their health
- Provide practical support and help to implement change. (Patient Support Group)
- PPGs work by building a relationship between the practice and its patients that breaks down barriers and shares information
- PPGs can develop to influence the wider NHS, eg services that are available

Patient Participation is not

- A forum for complaints
- A doctors' fan club
- A time-consuming activity for practice staff
- A chance to put forward an individuals ideas and views

Patient Participation Groups are good for patients because:

- Patients will be more responsible for their own health
- Patients will have a better understanding and knowledge of the practice and its staff
- Patients will be consulted about arrangements for their primary healthcare before decisions are made
- Patients will benefit from improved communications with staff
- Patients will have a forum to suggest positive ideas and voice concerns

Patient Participation Groups are good for practice staff because:

- GPs and their staff will be able to plan services jointly with patients in order to increase their effectiveness
- They will be able to get help from patients in meeting targets and objectives
- They will have a forum to voice concerns, ideas and suggestions to patients
- They will get closer to the community for whom they care

Different types of Patient Participation Group

- Open Group – formed from open meetings, which any patient may attend
- Invited Group – formed by contacting individuals directly who are known to the practice and its staff
- Virtual Group – formed by contacting individuals who are interested in participating and have an email address

Every PPG is unique and evolves to meet the needs of its GP practice and the local community

