

Online Patient Participation Group



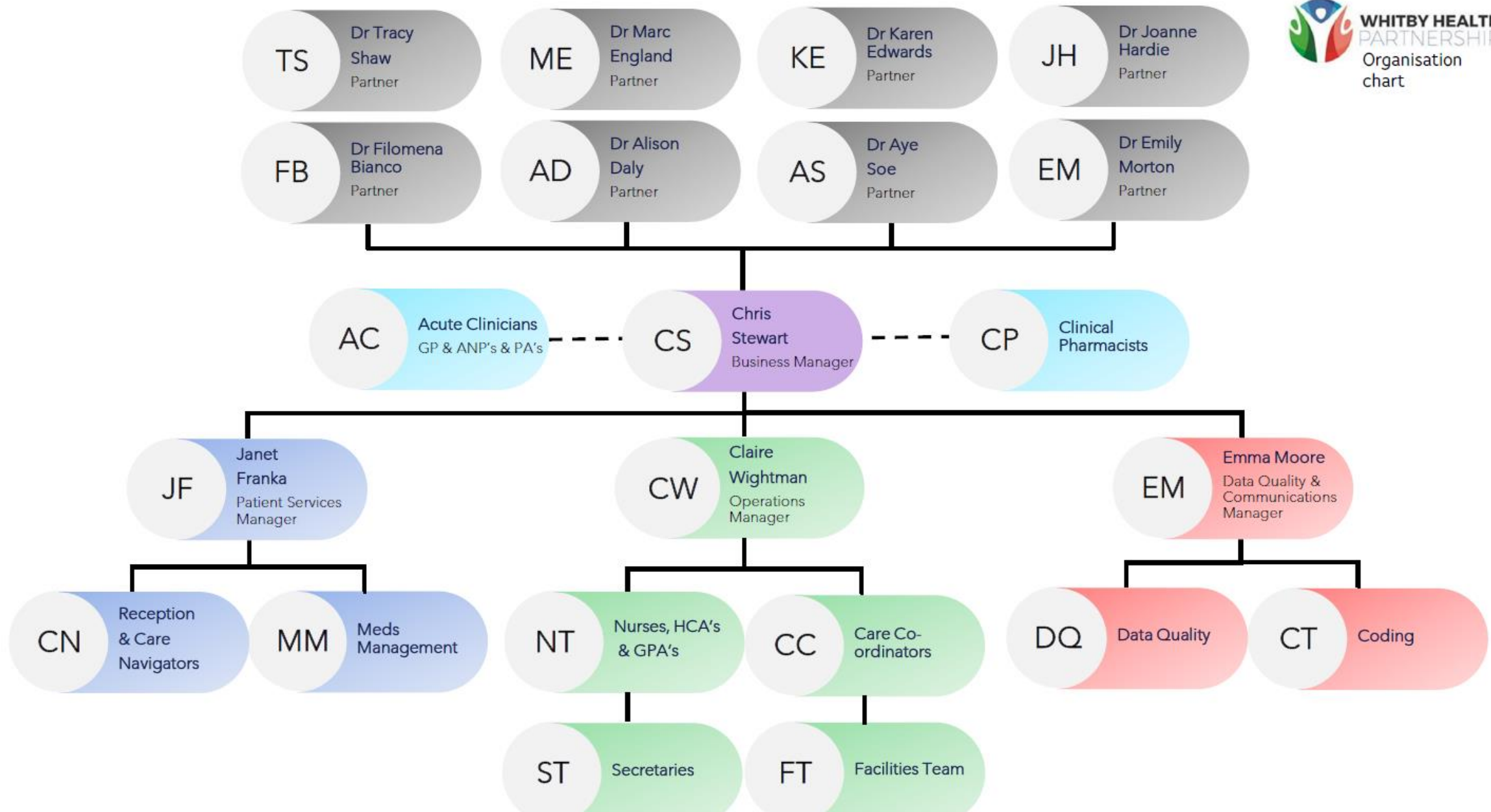


WHITBY HEALTH
PARTNERSHIP

Agenda

- **6:30pm** **Welcome and Introductions**
- **6:40pm** **Who are we and what do we do?**
- **6:55pm** **What is a PPG?**
- **7:05pm** **What's New- WEBSITE**
- **7:15pm** **What's New- PHONE SERVICE**
- **7:20pm** **Review Next Steps**





What is a Patient Participation Group (PPG)?

 the patients association

patient participation groups

A Guide to setting up and developing your PPG

April 2021





What are Patient Participation Groups (PPGs)?

Since April 2015, it has been a contractual requirement of NHS England for all GP practices to have a PPG and to make reasonable efforts for this to be representative of the practice population.

A Patient Participation Group (PPG) is a group of patients, carers and GP practice staff who meet to discuss practice issues and patient experience to help improve the service.

Who is part of the PPG?

A PPG is open to every patient on the GP practice list. All communities, groups, genders, ages, ethnicities, and disabilities representing the patient list are encouraged to join.

What is the role of the PPG?

- The aims and work of each PPG depends entirely on local needs, but they all have the aim of making sure that their practice puts the patient and improving health at the heart of everything it does
 - It is important for the PPG to have an inclusive and diverse membership to ensure that the PPG represents as many types of patient voices as possible
 - PPG members can act as ambassadors within the community and this can help with recruitment of new members
 - By being as outward facing as possible, the PPG can learn about innovations which are happening in the local community and bring these back to the practice
 - PPG members can help to promote health initiatives being introduced within the practice
- PPGs can work alongside the practice and local health commissioners to ensure that the right services are available to the local population
 - PPGs can give patients and practice staff the opportunity to meet and discuss topics of mutual interest
 - PPGs can provide a means for patients to become more involved and make suggestions about the healthcare services they receive
 - PPGs can explore issues from patient complaints and patient surveys, contribute to actions plans and help monitor improvements.
 - PPGs can contribute feedback to the practice on National Patient Survey results and Friends and Family Test feedback to propose developments or change
 - PPGs can support the practice in promoting health awareness and patient education.



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How should the PPG be structured?

It is important that a PPG is not too rigid in its structure. A PPG may be virtual or face-to-face, or a combination of the two. Although there are no prescriptive requirements surrounding structure, the most effective groups have ensured that they adopt certain criteria including:

- The appointment of a Chair and Secretary/coordinator
- There are clear terms of reference
- Evidence of regular meetings are maintained and documented
- Members are recruited from all ages/groups
- Evidence that patient feedback has been recorded, discussed and where possible acted upon
- There are training opportunities for members to help equip members with the skills and confidence to fully participate in the PPG
- There is an action plan

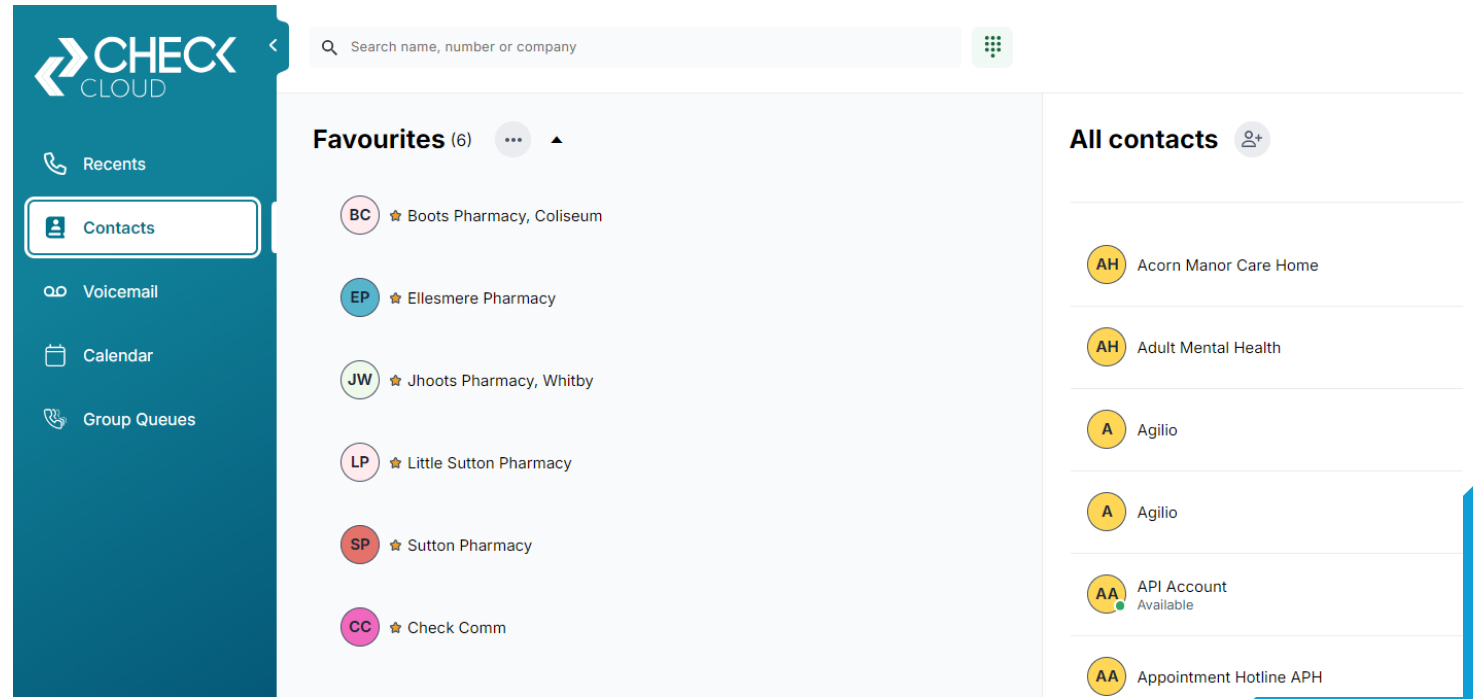
What New? Website



[Whitby Health Partnership -
Doctors in Whitby, Ellesmere Port](#)



What New? Phones



What New? Phones

1. Call Back
2. Quick Cancel
3. Online Consultations
4. Pharmacy Referral
5. Voice Assistant Comin Soon



That's All!

- Let's review any next steps before we close!
- Thank you for Joining us!
- Our next meeting will be scheduled soon.
- The minutes will be published on the PPG page
- Progression of meetings
- Consistent structure moving forward
- Close

