



# Patient Participation Group

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|                |             |   |

## POLICY STATEMENT

In England, practices are contractually obliged to have a Patient Participation Group (PPG) as detailed within the [Standard GMS Contract](#) at Part 5.2. The NHSE document titled [Planning for Participation](#) can be a useful guide to support the building and growth of the PPG.

At Grove House Practice, the PPG plays a key role in ensuring patients and carers can influence local healthcare services. Patients will be made aware of the PPG's existence, its purpose, and how they can become involved. All staff must know that the PPG exists, who the Chairperson is, and how to direct patients to relevant information.

## PPG OVERVIEW

### Starting and role of a PPG

Grove House Practice has an active PPG consisting of **16** members who meet on the first Wednesday of each month. The PPG works in partnership with the Practice to ensure that patients and carers can influence local healthcare services.

- Acting as a 'critical friend' to the Practice.
- Advising on patient perspectives and providing insight into service quality and responsiveness.
- Encouraging patients to take greater responsibility for their health.
- Gathering patient views through surveys, conversations, or research.
- Organising health promotion activities and improving health literacy.
- Maintaining regular communication with the patient population.

Guidance on where to begin when starting a PPG can be sought from:

[Patients Association – A guide for setting up and developing your PPG](#)



# Patient Participation Group

## Aims of the PPG

The aim of the PPG is to build an effective relationship between the Practice team and its patient population. The PPG provides feedback, shares patient experiences, and makes suggestions in an objective and constructive manner.

The Practice will work collaboratively with the PPG to listen, respond, and make improvements where needed. Members act as a communication link between the Practice, its patients, and the wider community.

## Structure of the PPG

While there are no contractual requirements regarding the structure of a PPG, for effectiveness there is to be a PPG committee which will include:

- Chairperson
- Vice Chairperson
- Practice representative

If a member ceases to be registered with the Practice, their membership will end.

## PPG Membership

### Joining process:

- Applicants must be a registered patient.
- Interested patients should contact the Practice.
- They will be invited to attend a meeting as an observer.
- Following this, the Chair will meet with them to confirm membership.
- At the next meeting, the new member will be introduced and welcomed.

### Membership rules:

- If membership exceeds 16, applicants will join a waiting list.
- Members who do not attend meetings for six months may be asked to leave, unless valid reasons are agreed in discussion with the Chair.
- Members must:
  - Remain objective, with patient needs at the forefront.
  - Work collaboratively with all members.
  - Declare conflicts of interest.
  - Respect the views of others.
  - Adhere to the PPG Code of Conduct.

Membership is open to those attending face-to-face or virtually via Zoom.

All personal details will be stored securely in line with data protection requirements.

## Equality Commitment

The Practice is committed to ensuring the PPG reflects the diversity of the patient population. Applications from under-represented groups are encouraged.

Applicants will complete an Equality & Diversity Monitoring Form, which will be reviewed by the PPG Chair and Practice management.



# Patient Participation Group

## PPG Meetings

Meetings are usually held on the first Wednesday of each month (subject to change).

The Business Administrator will circulate the agenda beforehand.

The standing agenda should follow a similar format to the example below:

| Item no |  | Lead |
|---------|--|------|
| 1       | Welcome and apologies (for non-attendance)   |      |
| 2       | Actions from and approval of the minutes of the previous meeting   |      |
| 3       | Items for discussion (consider new members, local and national initiatives etc and limit time)           |      |
| 5       | Any other business (an opportunity for members to PPG patient/carer concerns/suggestions or compliments) |      |
| 6       | Location, date and time of next meeting  |      |

## The Role of PPG Members

Members are expected to:

- Engage with patients and carers, gathering feedback.
- Promote the PPG within the community.
- Attend meetings regularly (or send apologies in advance).
- Be polite, objective, constructive, and respectful.
- Represent patient views effectively.
- Undertake training opportunities where relevant.

All members must read, agree to, and sign the Code of Conduct, returning it to the PPG Administrator

## Practice representative

The Practice will nominate a representative whose responsibilities include:

- Supporting the Chairperson and PPG members.
- Providing inductions for new members.
- Taking and circulating minutes.
- Agreeing and circulating agendas.
- Confirming attendance and arranging logistics (face-to-face or Zoom).



# Patient Participation Group

## Meeting Frequency and Attendance

The PPG will meet on a up to 11 times per year; meetings must have in attendance at least **6** members if they are deemed to be quorate.

Members are requested to adhere to the following etiquette:

- Submit apologies for non-attendance prior to the meeting.
- Be punctual.
- Be willing to PPG opinions and contribute to discussions.
- Be able to attend meetings regularly.
- Promote the PPG.
- Read agendas and papers in advance of meetings.
- Be polite, objective and constructive in discussions and be aware of the Equality Act 2010 in those discussions.
- Be proactive and positive to both the PPG and the practice.
- Be prepared to lead on agenda items.
- Be polite and respect the views of others.
- Turn off their mobile phone unless needed in an emergency.
- Members not to record the meeting on their personal devices.
- Acknowledge the vote of the majority and, should the vote be tied, that the chairperson may exercise the casting vote (optional).

## Specific activities

PPG activities include:

- Collecting and reviewing patient feedback, sharing findings with the Practice.
- Promoting the Practice and its services, including online services.
- Maintaining visibility within the Practice (noticeboards, waiting areas, etc.).
- Supporting Practice and ICB-led health initiatives.
- Liaising with staff to identify and address patient or service issues.

## Additional Resources

The [National Association for Patient Participation \(NAPP\)](#) produces various resources to help PPGs to work effectively that can be found on its [Building Better Participation](#) webpage. Other useful guidance on PPGs can be sought from [The Patients Association](#) or [Healthwatch](#).

To support the recruitment of additional PPG members or to explain the role of a PPG and how it functions, the PowerPoint presentation titled [Patient Participation Group \(PPG\) presentation](#) is available.

## Appendix

### Job Descriptions for PPG Chairperson/Vice Chairperson

#### Appointment:

- Chairperson and Vice Chairperson serve a 2-year term.
- Elections are held every 2 years; members may stand for re-election.
- After 4 consecutive years, the Chairperson must step down for 2 years before reapplying.
- The Vice Chairperson may stand for Chair at the end of their term.
- Resignations require one month's notice where possible.
- Elections are held by ballot. In the Chair's absence, the Vice Chair will chair meetings.

#### Duties include:

- Setting agendas with the Practice and PPG Administrator.
- Welcoming and introducing members and speakers.
- Managing meeting timing and discussions.
- Ensuring meetings are inclusive, respectful, and apolitical.
- Upholding [Equality Act 2010](#).
- Maintaining order and providing final rulings where necessary.

#### Qualities:

It is desirable that the qualities of a good chairperson should include:

- Leadership skills
- Assertiveness
- Being respected and active in the community
- Networking ability
- Diplomacy and tact
- Prior experience in chairing