

Patient Participation Group Information pack





Contents Page

What is patient participation group (PPG)?	3
Why Patient Participation Group and benefits to the practice	4
Benefits to the community	5
Two types of groups at Kensington Partnership	6
What a PPG is and What a PPG is not	7
The role of the Chair?	8
Appendices	
Appendix 1: Terms of reference	9
Appendix 2: Code of conduct	10
Appendix 3: Ground Rules	11
Appendix 4: Data Protection Agreement	12

What is patient Participation Group?

- 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.

Purpose of the PPG

- To give patients and practice staff the opportunity to meet and discuss topics of mutual interest.
- To provide a means for patients to become more involved and make suggestions about the health care services they receive.
- To explore issues from patient complaints and patient surveys, contribute to action plans and help monitor improvements.
- To contribute feedback to the practice on National Patient Survey results and Friends and Family Test feedback to propose development or change.
- To support health awareness and patient education.

For a PPG to be effective, it needs to have:

- Leadership from within the PPG.
- Commitment and support from within the practice, this includes supporting it to host meetings and appropriate funding / resources for it to deliver an agreed work plan.
- A clear understanding of the role of the PPG.
- An understanding of the ways in which the practice operates, and roles of the staff.
- Clear purpose and set of realistic objectives.

There also needs to be trust and co-operation between patients and practice staff.

Why Patient Participation Group?

Having a PPG can bring significant benefits to a practice and its patients:

Benefits to the patients

- Service improvements and the promotion of good health locally
- Helping the practice to develop the services that reflect what patients need and want.
- Patients are encouraged to take more responsibility for their own health.
- Improved communication with staff.
- Patients have a forum to suggest positive ideas and voice concerns.
- Influencing decisions about the service provided.
- Physical support such as wellbeing activities or groups, for example, walking groups, 'green gym', allotments, or illness management support sessions.

Benefits to the practice

- GPs and staff can plan service jointly with patients to increase their effectiveness.
- Patients can play a key part in forming and monitoring annual improvements plans.
- Meet the Integrated Care Board and contractual requirements.
- Help the practice meet its legal duty to involve patients in their care and in service development, as per health care act 2022.
- Help patients with non-medical and social care issues.
- Support from patients in meeting targets and objectives.
- Staff have a forum to suggest ideas and voice concerns.
- The practice gets closer to the community it serves.

Benefits to the community

- Patients have a group through which they can communicate the specific needs of the local community and influence the health services that are commissioned (paid for).
- The local community has improved access to its health and care providers.
- Better partnership working between the practice and local groups e.g. the third sector and community leaders.
- The community gets closer to the practice that serves it.

Wider benefits

PPGs can be actively involved in ongoing service planning and major changes.

PPGs can have true representation and involvement in service changes.



There are two types of PPG Groups at Kensington Partnership:

Face to Face

Virtual Group

Face to Face

The group will meet on a quarterly basis at Kensington Health St Centre

The meetings will take place on Tuesdays from 6pm – 7.30pm

Opportunities for patients to meet remotely

At these meetings we will ensure that patients are clear about what is what is not to be included in the group discussions or actions.

Virtual

We are aware that some patients cannot attend face to face meetings, therefore we are providing an opportunity for patients to join a virtual group.

This group is set up for patients who are unable to attend but would like to be involved to improve services in the practice. We will communicate and consult with patients via emails and social media.



What a PPG is:

Co-operative – PPG members working with the practice to improve the service.

Representative – a representative for the patient voice and the patient population.

Engaging – a means to work with (engage) patients.

Assuring – a place to discuss changes and developments to the practice.

Supportive – a way to support the wider health Integrated Care Partnership campaigns and opportunities for patients to have their say.

Responsive – a place to develop projects and ideas based on the needs of the area and patient population.

Collaborative – a group that works with other PPGs as well as health and care organisations in the area.

Challenging – As a critical friend, the PPG must be prepared to challenge the practice. This must be done constructively.

What a PPG isn't:

A place to complain - the practice and NHS have ways for people to log individual complaints.

A Talking shop – although a chance to socialise, group should be productive and focussed.

A place to work on a personal campaign/ issue – PPGs need to work on projects that would benefit patient population.

An all-access pass – PPGs are not entitled to access all areas of the practice (such as behind reception or staff offices) or to know information that is not relevant to their role (such as practice finances).

An Independent group/organisation – although PPGs can be independent in how they carry out their work, the practice is ultimately responsible for them. PPG members should be resistant to practice staff supporting the group or their being involved.

A chair will be elected from the patients group every two years. The chair will work with the staff team to ensure smooth running of the group.

The role of the Chair

Patient Chair: Manages meetings and is the main link between patient and is the main link between the patient group and practice staff.

The patient chair should:

- ❖ Set the agenda of the meeting with the practice staff.
- ❖ Ensure all the agenda items are discussed in a timely manner.
- ❖ Ensure actions are recorded and steps are taken to implement them.

