

# Patient Participation Groups

Surrey Docks Health Centre

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# Patient Participation Groups

- They are not new but first formed in 1972
- Roughly one in three GP surgeries has one
- DH current drive to involve patients at practice level and also at locality level

# What does a PPG do?

- Every Group is different and there is no single model of what one should look like
- They are not a forum for complaining
- They are not a practice fan club
- They are not for personal concerns but for wider patient interest

# What does a PPG do?

- Typically set up by the practice but over time run by patients
- Seek views of patients
- Enable the practice to obtain feedback from the population
- Agree areas of priority

# What does a PPG do?

- Collates views through a patient survey
- Provides the group with an opportunity to discuss survey findings
- Agree an action plan
- Seeks agreement to implement changes
- Publicise actions taken and subsequent achievement

# What does a PPG do?

- Newsletters and leaflets
- Organises health promotion events together with the practice
- Act as a 'critical' friend to the practice helping it understand what patients think about some of the issues eg opening hours, telephone systems, available services

# What does a PPG do?

- Influencing services provided and their development both a practice level and locally
- Carrying our research as to what matters to patients and feeding back to the practice
- Link in with other local PPGs

# Surrey Docks PPG

- Has been running for about 3 years but poorly attended
- Has been chaired by practice manager

# Surrey Docks PPG

- Establish an independent patient group
- Patient Chair
- Members of practice to attend by invitation
- Practice to consult with patient group on various issues (to gain feedback)
- Patient group to consult with practice on various issues to influence positive change

# Surrey Docks PPG

- Practice and Patient Group to be mutually supportive
- Practice to provide administrative support if required
- Practice to provide meeting space

# Surrey Docks PPG

- Establish a virtual network
- Agree areas of priority with practice
- Collate patient views through a survey
- Discuss survey findings
- Agree action plan with practice to implement change
- Publicise actions taken and subsequent achievement

# Surrey Docks PPG – Next Steps

- Determine who would like to be actively involved going forward
- Organise a meeting in the next month or so
- Go through a nomination and voting process for chair
- Determine terms of reference for group
- Set frequency of meetings and future dates
- Create email group of interested patients