

Grimethorpe Surgery

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THE PATIENT PARTICIPATION GROUP

What is it and what does it do?



Improve communication *** Exchange
information and ideas *** Discuss developments
*** Share concerns, comments and suggestions
for improvement

WHAT IS A PATIENT PARTICIPATION GROUP (PPG)?

A patient participation group is a group of active volunteers who are registered with a GP practice and work together with that practice in equal partnership to achieve the following:

- Improved communication between the Practice and the Patients.
- An exchange of information and ideas about the services provided.
- Discussion of recent or future developments which involve the practice and its patients.
- Consideration of patients concerns, comments or suggestions about the quality of the service provided and what improvements can be made.

It is not an open forum to complain about the services provided.

WHO IS PART OF A PATIENT PARTICIPATION GROUP?

The group consists of volunteer patients and the practice manager and/or assistant practice manager. On occasion another member of staff or doctor may also be included. Ideally, the group of patients should form a representative sample of the practice population. This is, however, not always feasible due to other commitments patients may have. The Equality Act 2010 also applies.

HOW FREQUENTLY WOULD THE GROUP MEET?

The aim would be to have quarterly meetings, which would last for up to 2 hours. These meetings would take place at the practice and would be during opening hours. If the group decides they wish to change the location or time at a later stage, this can be considered. Ideally, all members of the group should attend every meeting held.

WHAT ARE THE ROLES OF THE PPG?

- being a critical friend to the practice;
- advising the practice on the patient perspective and providing insight into the responsiveness and quality of services;
- encouraging patients to take greater responsibility for their own and their family's health;
- carrying out research into the views of those who use the practice, e.g. by performing surveys;
- organising health promotion events and improving health literacy;
- regular communication with the patient population.

HOW CAN A PPG SUPPORT THE PRACTICE?

- By helping the practice to improve services, both through suggestions for improvement and by offering practical help
- By offering support to other patients (e.g. bereavement groups or befriending)
- By providing information (e.g. by holding health fayres or producing newsletters)
- By arranging special health events (e.g. organising basic first aid training for patients or increasing awareness of illness)

By representing the practice population to influence the local provision of health and social care.

INTERESTED IN JOINING THE PPG?

Please ask the receptionist for a Sign-Up sheet for the patient participation group and hand this back to us after you have filled this in. We look forward to working together with a diverse group of people.

Thank you for taking the time to read this leaflet. We hope it has motivated you to seriously consider joining our patient participation group. It does not matter whether you are young or old, male or female, or part of any minority group. All that matters is that you are motivated to help us provide the best possible service and care to our patient group. Your help in this is invaluable. If you would like further information, don't hesitate to speak to any member of staff about this. The assistant practice manager and practice manager are also happy to speak to you if you wish.