

# Patient Participation Group (PPG)

Support pack for patients - some useful guidance to help set up and maintain a PPG



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# What are PPGs?

A PPG is a group of people who meet on a regular basis to discuss their General Practice and is usually made up of patient volunteers and practice staff.

PPGs provide a forum for two-way communication between the practice and group members, giving patients the opportunity to influence decision making and support planning and delivery of practice initiatives. In order to be valuable, PPGs must have the confidence to challenge the practice in line with the critical friend ethos. A critical friend is someone who provides constructive feedback, without prejudice or negativity, to enable a service or function to develop positively.

PPGs generally have their own terms of reference, agreed between the GP practice and the founder members, and should act as representatives of their patient population.

PPGs are also to influence the commissioning of services within their wider community through ongoing communication and active engagement with NHS Cheshire and Merseyside Integrated Care Board (ICB). Healthwatch Sefton is also supporting the ICB with the ongoing development of PPGs.

## What is not a PPG?

- A forum for complaints. Clear ground rules are needed to ensure that PPG members do not use the PPG as a vehicle to resolve their own personal issues.
- A time-consuming activity for practice staff. Some effort is required to get PPGs going but thereafter they should be self-organising and patient led and will often undertake activities that save the practice time.



# A guide to what PPGs can do

This is intended as a guide, and not all suggestions may work for each PPG.

## **Escalate practice issues**

The PPG can help share issues with practice staff. PPG are not about single issues repeatedly coming to the meeting but may be able to highlight recurrent themes.

## **Escalate wider commissioning issues**

Commissioning is about commissioners becoming much closer to patients. PPGs should fit into a wider structure that allows experiences, views or concerns to reach the right people at the centre of the communities.

## **Share learning with patients and practices**

Feedback on outcomes and liaise with other practices.

## **Work with other PPGs across Sefton**

Do you want your PPG to link in with others? This would be a good way for best practice to be shared and ideas to be formed across a larger area (PCN).

## **Help with fundraising**

There are examples of PPGs helping the practice with events that help with fund raising or support events (i.e. Open Days)

## **Improve communication**

The PPG must be a conduit for improving communication between patients, the practice and the role of commissioners.

## **Help the practice deliver change**

Where changes are required in the practice, either as a result of the local survey or some other initiative, the PPG can help staff communicate the idea to patients.

## **Become a hub for social networking**

The group could be more than something that just meets to discuss the practice.

## **Key speakers**

Inviting 'key speakers' to the meetings to discuss specific issues, e.g. representatives from local voluntary organisations, council staff.

## **Inspections**

They may be asked to contribute to Care Quality Commission (CQC) inspections on the practice.

# A guide to what PPGs can do (continued)

## Help develop a local patient survey

PPGs work with the practice to agree their local patient surveys. The local patient survey will need to:

- Identify and prioritise issues
- Be shared with as many patients as possible;
- Analyse the results
- Agree an action plan with patients on how they want to respond- including timetable
- Publish the results of the survey.

## Promote education and self help

If practices promote campaigns or self-help initiatives the PPG could help support it and improve take up. They could also help the practice understand what areas are of particular interest for patients or link in with other organisations who need volunteers (such as bereavement services). These can be recruited from the practice population.

## What is expected from a PPG member?



- All patients are welcome to participate in PPGs
- Participation is on a voluntary basis – no remuneration will be given
- Patients can commit as much or as little time as they can manage
- Attendance at meetings where possible. Meetings can take place both in person and also using digital formats. (Appendix C) list of meeting dates
- Participate in discussions that arise from the PPG meetings to ensure everyone's point of view is captured.
- Adherence to the Terms of Reference (Appendix A)
- Adherence to the Confidentiality policy (Appendix D)
- Members can put themselves forward to be elected into committee level roles. (Details of roles are listed in Appendix B)

# Getting involved

At the back of this pack there are some forms that will need to be completed.

Once complete they should be handed back to reception. Reception will liaise with the PPG Chair to ensure you are included in all PPG correspondence.

If you wish to discuss the role of a PPG member further this can be arranged via the practice. We can also put you in touch with an existing PPG member for their perspective.

If you have any special requirements we would ask you to contact your practice so that they can make reasonable adjustments to enable you to join and be part of the group if you wish.

If your first language is not English and you would like to join the PPG please speak with your GP practice as they have interpreting services who may be able to assist.



# Appendix A - Terms of reference

## **Title of the Group**

The group will be known as: \_\_\_\_\_

## **Aim of the Group**

- To promote co-operation between the practice and the patients to the benefit of both
- To provide a patients perspective to the practice
- To provide a forum to discuss issues relevant to the practice
- To enable patients to influence local health care services
- To promote good health by arranging/supporting health awareness events
- To network with other PPGs to share good practice and ideas

## **Membership of the group**

- The membership is open to all patients who are registered with (insert practice name)
- Membership will be on a voluntary basis
- Committee members will be elected from the membership for a term of 1 year/2 years
- Committee members will be made up of a Chair, Secretary and treasurer

## **Meetings**

- The PPG will meeting \*quarterly/monthly/bimonthly (\*delete as appropriate)
- The PPG will consider both face to face and virtual meetings based on the needs of the group
- There will be an agenda produced for each meeting which will be co-developed between the practice and the group
- Minutes of the meeting will be produced and agreed/verified by the PPG attendees during the meeting
- The practice will make meeting documentation available for all patients to access from their practice premises or via their website
- The practice will ensure that a representative from the practice attends PPG meetings

## **Ground Rules**

- All views are valid and will be listened to
- To respect each person's opinion even though they may differ from our own
- To allow people to speak out if there is something they don't understand
- Individual complaints/issues will not be discussed at this forum. These should be raised through the Practice's complaints process
- All information discussed by PPG members will remain confidential
- Members will demonstrate a commitment to delivering results as a group
- Being a member of the PPG does not entitle that individual to preferential treatment above other patients
- Mobile phones should be on silent or off during meetings.

## **Confidentiality and data protection**

- No patient identifiable information will be shared or discussed at PPG forums
- Members will be required to complete a 'Considered Consent' form. The form will give members the opportunity to give permission for their contact details to be shared with other PPG members to enable the group to communicate effectively. This will be for the specific purpose of PPG work only
- All members will be required to fill in a Confidentiality and data protection form. The form is to inform member of their duty to adhere to Confidentiality rules

## **Objectives**

- Objectives for the group will be jointly agreed between the practice and the PPG members
- A record of the objectives will be documented separately from the terms of reference
- Objectives will be SMART. Specific, Measureable, Achievable, relevant and timely
- An evaluation of the PPG will take place annually to ensure effectiveness of the group, this will be done by the group itself

# Appendix B - Roles and responsibilities

**Key responsibilities for each role include:**

## **Group members**

- Giving time to attend meetings
- Attending as many meetings as possible
- Acting in the best interest of the PPG
- Understanding the purpose and workings of the PPG
- Listening to other PPG members and remaining non- judgemental
- Being aware of health and safety requirements of selves and others
- Being aware of the PPG's ground rules and abiding by these
- Keeping in mind the goals of the PPG

## **Chair**

- Chairing the meetings
- Steering discussions and keeping to the agenda
- Contacting and negotiating with relevant organisations to support the work of the PPG
- Listening to PPG members and remaining non- judgemental
- Providing leadership in deciding actions
- Planning specific meeting dates with the secretary and agreeing a suitable location for meetings
- Ensuring action plans are implemented
- Preparing agendas for meetings, with the support of the Secretary

## **Secretary**

- Circulating meeting papers- agendas, minutes etc.
- Taking minutes / delegating minutes to a specified minute taker if applicable.
- Advising people of the location and content of meetings
- Taking apologies and checking quorum of meetings (enough people to make decisions)
- Working with the Chair to support production of progress reports.
- Supporting the Chair to monitor action plans
- Keeping the member's list up to date
- Preparing and filing correspondence



# Appendix C - PPG meeting dates

Dates to be added by individual practices

# Appendix D - PPG application form

Name	
Address	
Postcode	
Email Address	
Telephone Number	

E-mails and/or telephone numbers will be distributed to members of the PPG for the purpose of effective communication around PPG issues. If you do not wish for others to see your email/telephone number please tick here . Please note that by ticking this box, you may be excluded from replies to the group email/text messaging

This additional information will help to make sure we try to speak to a representative sample of the patients that are registered at this practice.

Are You?                      Male                       Female

Age: Group

Under 16                       17 – 24                       25 – 34   
 35 – 44                       45 – 54                       55 – 64   
 65 – 74                       75 – 84                       Over 84

To help us ensure our contact list is representative of our local community please indicate which of the following ethnic background you would most closely identify with?

White British	<input type="checkbox"/>	Irish	<input type="checkbox"/>	White & Asian	<input type="checkbox"/>
Mixed British	<input type="checkbox"/>	White & Black African	<input type="checkbox"/>	Bangladeshi	<input type="checkbox"/>
Asian or Asian British	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>		
Black or Black British	<input type="checkbox"/>	Any Other	<input type="checkbox"/>		

How would you describe how often you come to the practice?



Regularly   
 Occasionally   
 Very rarely

Thank you.

Please note that no medical information or questions will be responded to.  
 The information you supply us will be used lawfully, in accordance with the Data Protection Act 1998.  
 The Data Protection Act 1998 gives you the right to know what information is held about you and sets out rules to make sure that this information is handled properly.

# Appendix E - Confidentiality agreement

## Data Protection

By signing the contract you consent to your GP practice PPG holding and processing contact information with the sole purpose of running the PPG as defined by the Terms of Reference.

## Confidential Information

During the course of your association with your GP practice regarding PPG matters, you may have access to, see or hear, confidential information concerning the practice which must not be disclosed to any other person. Confidential information includes all information relating to the Practice and its patients and employees. In the capacity as PPG members this information would be limited.

This condition applies during your relationship with the Practice and after the relationship ceases.

I understand that I am bound by a duty of confidentiality and have read, understood and agreed to the Practice's Confidentiality Agreement.

## PPG Patient Representative

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Practice Representative

Name: \_\_\_\_\_

Position held within practice \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_