

The Good Practice PPG

16 May 2017

Patient Participation Group | All members of Practice invited to attend planning meeting via SMS.

30 Patients attending this open meeting.

Agenda

1. Introduction to PPG's – Healthwatch - Odeta Pakalnyte
2. PPG Chair & PPG Structure
3. PPG Communication

? Virtual PPG

? social media, ?facebook, ?email

PPGs can bring significant benefits to the practices who have them: reducing costs, improving services, allowing resources to be used more efficiently and, most importantly, developing mutually supportive networks outside the GP or nurse appointment. Groups help the practice by enabling GP teams to be proactive in providing services that truly reflect what patients want and need.

The building blocks of a good PPG are:

Inclusive and representative membership

Clear mutual understanding of purpose and role

Effective and sustainable operation

Strong, supportive relationships and culture within the practice.

- Some PPGs aim to benefit wider patient care within a practice – for example, by arranging transport for older or disabled patients, or by running self-help and wellbeing activities, such as weight management sessions, walking groups, etc.
- Patients are encouraged and supported by PPGs to take more responsibility for their own health by increasing health literacy, raising awareness of lifestyle options and promoting self care, particularly for minor everyday illnesses. PPGs become active advocates for the practice and the services provided – practices that have a PPG are increasingly being viewed by patients as an indicator of them being a high-quality caring practice and becoming a differentiator for patients between practices in their area.
- Having a PPG will also assist practices to meet new policy requirements. Practices with a PPG will demonstrate a high level of commitment towards meeting the Care Quality Commission essential standards as the new primary care regulatory framework rolls out.