

What is a Patient Participation Group (PPG)

PPGs are groups of active volunteer patients that work in partnership with practice staff and GPs – this unique partnership between patients and their practices is essential to achieving high quality and responsive care.

Groups either meet face-to-face with practice staff at mutually agreed intervals, facilitating dialogue with the whole patient population through email networks, online surveys and social media.

Why?

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.

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.

As from April this year it is a contractual requirement for all practices to have a PPG.

Aims of the Group

- To promote the co-operation between the Practice and Patients to the benefit of both.
- To promote an excellent quality of experience for the patients at The Practice through developing an effective patient voice.
- To ensure that Patients and staff are informed of activities on a regular basis, via hard copy and electronic media.

Membership of the PPG

Membership of the PPG shall be open and free to all registered patients and staff of the Practice.

