



Overton Park Surgery

Patient Participation Group (PPG) Information Guide



This guide will provide you with information about Overton Park's Patient Participation Group (PPG), as well as PPGs more broadly.

It is important to note that there is no single or definitive model for a Patient Participation Group, and that each group is different. This means that each PPG can evolve and develop according to the wishes of each Practice population.

Introduction

From April 2016, it has been a contractual requirement for all English practices to form a Patient Participation Group (PPG). Approximately 75% of them are members of the National Association for Patient Participation (NAPP), a registered charity in England and Wales since 1978, which supports PPGs and GP practices across the country.

The first Patient Participation Group was set up by a GP in 1972, and many general practices in England now have a PPG. Generally made up of a group of volunteer patients, the Practice Manager and one or more of the GPs from the practice, they meet on a regular basis to discuss the services on offer, and how improvements can be made for the benefit of patients and the practice.

The Patient Participation Group at Overton Park Surgery was first established in 2009, and is a member of the overarching National Association for Patient Participation. Our PPG is very active, undertaking a number of large scale patient surveys to feed back patients' views on the practice service and holding patient education events for women's health, men's health, mothers, carers and dementia.

Patient Participation Groups

Patient Participation Groups tend to be set up by Practices but, over time, they are usually run by patients. Typically they will have a committee that meets regularly to give the PPG some leadership and a sense of direction. The PPG should work closely with the Practice and it is normal for members of the Practice Team, including General Practitioners to be part of the Patient Participation Group.

Patient Participation Groups are not set up to be a 'forum for moaners', nor are they 'doctor fan clubs'. They are a route for patients to advise and inform the Practice on what matters most to patients and to help identify solutions to problems. Members of PPGs should think about the wider patient interest and not just their own personal concerns when serving on the PPG.

Every PPG should be clear about what it is there to do and hopes to achieve. It should have well-thought out core objectives so that if someone asks what the Group does, there is a clear answer. These goals and aspirations need to be realistic and achievable because the PPG is run by volunteers.

The Patient Participation Group at Overton Park Surgery is independent from the surgery, although members of the Practice team and GPs do attend and participate in PPG meetings and patient events. The group meets quarterly on a weekday evening at the Practice. Although the PPG is unable to deal with specific patient complaints (you can raise any concerns direct with the Practice) it does seek to ensure the Practice is responsive to patient needs.

What do Patient Participation Groups do?

PPGs make the relationship between patients and their practice stronger, which is critical to the provision of modern, high-quality general practice that meets local needs.

Involvement varies between Practices, but potentially...

PPGs provide the patient perspective by:	
1. Conducting patient surveys or collecting feedback in the waiting room	3. Sharing good practice by networking with other PPGs
2. Advising the practice and patients of new systems and treatments	4. Lobbying to improve a whole range of health services
PPGs promote health matters by:	
5. Organising presentations on important health needs	8. Raising awareness of key public health messages
6. Producing a directory of self-care support groups	9. Running volunteer support services
7. Running courses within the surgery on health topics	
PPGs improve communications by:	
10. Distributing regular newsletters	13. Developing a patient library or information resource centre
11. Building two-way relationships between patients and the practice	14. Improving the practice leaflets and website
12. Promoting awareness of and access to local health services	
PPGs influence the development of services by:	
15. Advising on the development of new or existing practice premises	18. Bidding with the practice to provide new services
16. Representing patient views on the purchase of health services	19. Fundraising to provide services not covered by the NHS
17. Co-ordinating with other PPGs to improve wider healthcare delivery	

The Patient Participation Group at Overton Park Surgery is amongst the first to hear about news and updates, and is consulted on some of the changes facing the Practice.

They help to organise Healthcare Promotion events for people affected by conditions ranging from Dementia and Diabetes, to Prostate Cancer and being a Carer.

They give input into annual patient surveys, the results of which have brought about direct changes in procedure and practice here at the Surgery

Getting Involved

To some people reading this brief guide, this will seem rather daunting. But be rest assured that, according to the National Association for Patient Participation (NAPP), Patient Participation Groups across the country, run by patients, are doing these things and are making a real difference. Choose the level and degree of involvement that suits you best, whether as a regularly attending member of the Group, a Virtual Member, or just helping out once in a while. It is all voluntary and every contribution is appreciated and valued.

We need and value the input from a wide range of patients, especially the ones who are busy with work, taking care of children, or who may be carers. We encourage people who are interested but unable to attend meetings at the practice to join our Virtual Patient Participation Group.

We will email you the minutes of the quarterly PPG meetings, ask your opinion on a range of topics, and bring your feedback back to the group. You decide how involved you wish to be.



Overton Park Surgery

Application to Join the Patient Participation Group

I wish to join:

- The Patient Participation Group (PPG)
 The Virtual Patient Participation Group (vPPG)

Name:

Date of Birth:

Postcode:

Email address:

Date:

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 Prefer not to say

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 on the following page.

- | | |
|--|---|
| <input type="checkbox"/> British (White) | <input type="checkbox"/> Any Other White Background (White) |
| <input type="checkbox"/> Irish (White) | <input type="checkbox"/> Bangladeshi (Asian or Asian British) |
| <input type="checkbox"/> White and Black Caribbean (Mixed) | <input type="checkbox"/> African (Black or Black British) |
| <input type="checkbox"/> White and Black African (Mixed) | <input type="checkbox"/> Indian (Asian or Asian British) |
| <input type="checkbox"/> Pakistani (Asian or Asian British) | <input type="checkbox"/> Caribbean (Black or Black British) |
| <input type="checkbox"/> Chinese (Other Ethnic Groups) | <input type="checkbox"/> White and Asian (Mixed) |
| <input type="checkbox"/> Any Other Asian Background (Asian or Asian British) | |
| <input type="checkbox"/> Any Other Black Background (Black or Black British) | |
| <input type="checkbox"/> Any Other Mixed Background (Mixed) | |
| <input type="checkbox"/> Any Other Ethnic Group | <input type="checkbox"/> Not Stated |

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.