

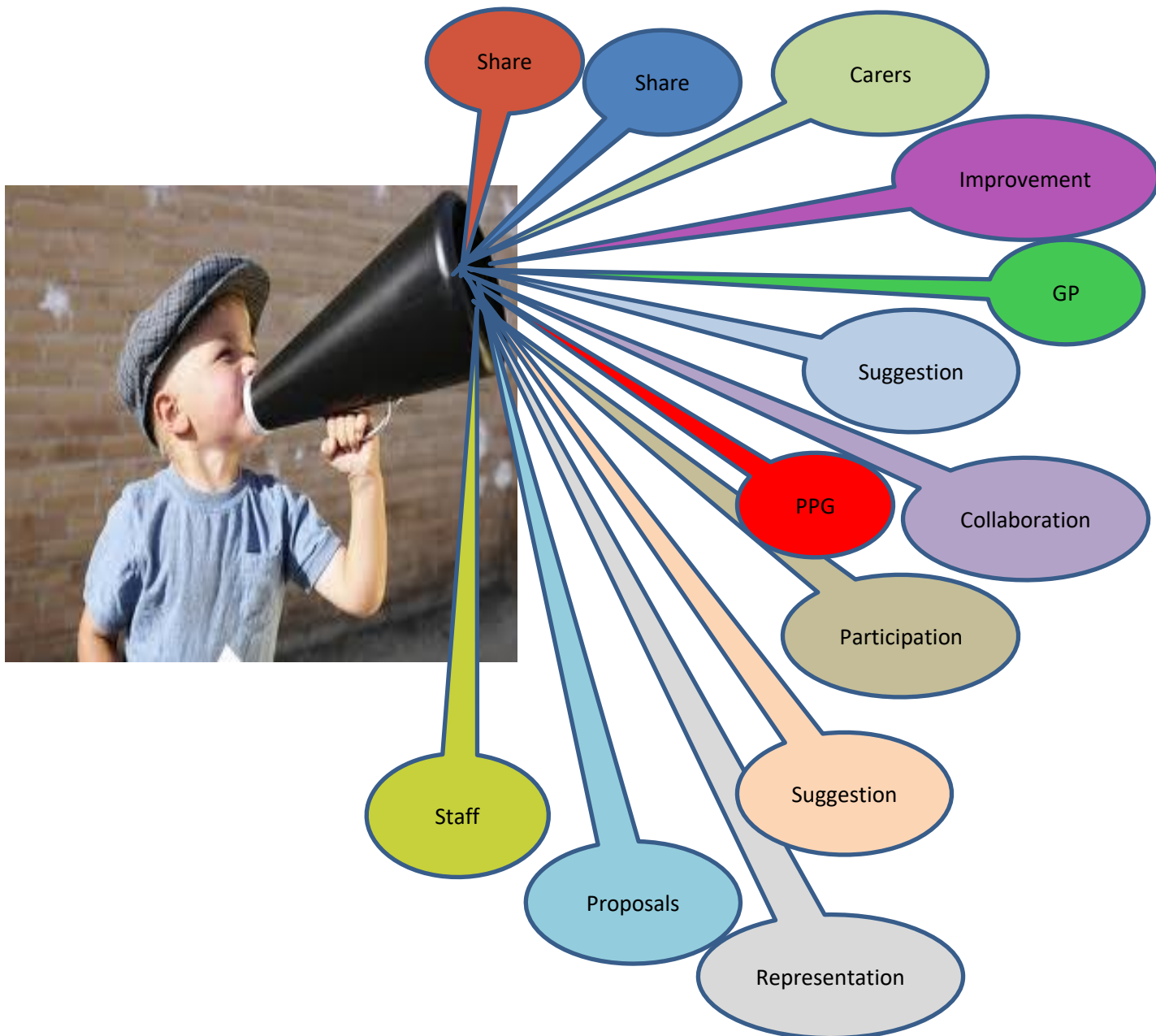


GROVE HOUSE SURGERY & CHICKENLEY MEDICAL CENTRE



PATIENT PARTICIPATION GROUP:

A BEST PRACTICE GUIDE



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www.grovehousesurgery.co.uk

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Introduction

Patient Participation Groups (PPG) within General Practices is not new. The first PPG was set up on the 30 November 1972 at The Health Centre, Berinsfield near Oxford. At present it is estimated that least 41 per cent of General Practices in England and Wales have a PPG. At least 600 of them are members of the National Association for Patient Participation (NAPP), a registered charity in England and Wales since 1978 which is the umbrella organisation for Patient Participation Groups (PPGs) within the Primary Care setting.

Despite their development, Patient Participation Groups are still not very well-known and most people do not know what they do. This brief guide explains how PPGs work and what their role and function may be. It is important to note that there is no single or definitive model for a Patient Participation Group. Each group is different. This is considered to be a good thing, in that it means that each group can evolve and develop according to the wishes of the patients in each Practice - the Practice Population.

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*' but 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 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. In most instances, the Patient Partnership Group will work in partnership with the Practice and significant other partners and, in that way, it can achieve a great deal more.

What do Patient Partnership Groups do?

As noted above the activities of Patient Partnership Groups vary because they develop and evolve to meet local needs of their Practice Population and may, for example, include either or all of the following:

- Improving communication by assisting in the production newsletters or leaflets that provide patients with information about their health and how to access services.
- Together with members of the Practice Team and other significant NHS and/or Local Authority partners participate as appropriate in the organisation of health promotion events so that patients can have really good understanding of their health and how best to look after it.
- Acting as a '*critical friend*' to the Practice, by helping it appreciate and understand what patients are thinking and are saying about issues, such as, opening hours, telephone systems, requests for home visits, delays in being taken for appointment, seeing their favourite GP, seeing their favourite Practice Nurse, repeat prescriptions and the range and type of services provided within the Practice.
- Helping to fill some of the gaps in services by signposting patients to available

support or providing services such as patient libraries, volunteer transport, befriending and support groups.

- Fundraising to support the work of the PPG and to improve the care that is available to patients of the Practice.
- Influencing the services that are provided, and where they are provided, by taking part in what are called commissioning decisions: this mean that services can be developed in the way that is best for patients.
- Undertaking appropriate survey or research to find out what matters to patients and discussing the findings with the Practice.

PPGs can also help influence the services commissioned by the Clinical Commissioning Group (CCG) by bringing local concerns, needs and ideas to the attention of the CCG and also keeping their local practice population updated with what the CCG is planning. In North Kirklees the link between the CCG and practices is through the NKCCG PRG whose members are recruited from practice PPGs.

What does a PPG look like?



A PPG is open to every patient on the GP practice list. All communities, groups, genders, ages, ethnicities and disabilities representing the patient list are encouraged to join. There are no other membership requirements except that patients must be registered with the practice.

PPG members should as far as possible, be representative of the practice population. In some cases the practice can ask for support from their local Healthwatch to assist in the recruitment of patients.

What type of PPGs are there and how should they work?

FACE TO FACE	VIRTUAL
<ul style="list-style-type: none"> ✚ Practices setting up a face to face group should try to make the group as representative as possible. ✚ The practice staff should make clear about what is and is not to be included in group discussions or actions. ✚ It is good to outline some ground rules during the first meeting of the group, for the PPG to return to when needed. This will form part of the Terms of Reference (TORs) (See Appendix 3) ✚ Poor Planning is one of the main reasons why patient groups fail, so it is 	<ul style="list-style-type: none"> ✚ Practices can set up a virtual group for patients who want to contribute to improving services in the practice, but cannot attend face to face meetings. In this case, the practice can run the group in a number of different ways. ✚ Set up an email address specifically for PPG members, which is used to communicate with patients and consult with them on a range of topics that affect the practice. ✚ Use social media to communicate with a wider range of patients.

<p>important that the group formulates an action plan. These can include short term, and long term goals, with timescales for when the tasks need to be completed.</p> <ul style="list-style-type: none"> ✚ Meetings should be set for no longer than 1.5hours, unless PPG members have specifically requested more time. ✚ A PPG should aim to meet at least 4 times per year but can meet more often if the group chooses to do so. Usually, a PPG will meet within the GP practice at a time suitable for most patients – this could depend on your practice population. ✚ A PPG should always block out time during these meetings for the practice to give patients any information about changes to the practice's services, and for patients to bring up any issues they feel could affect the wider practice population. 	<ul style="list-style-type: none"> ✚ Set up a Skype account for virtual face to face meetings. ✚ Designated staff responsible for communication with the group, keeping them updated with any changes happening in the practice. ✚ Members should be asked regularly to provide comments and suggestions over email, just as they would in a face to face group. ✚ If virtual members decide they want a face to face group, this can be made possible by the practice. They might meet less frequently than other face to face groups, as these meetings would be in addition to the virtual group
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PPG Do's and Don'ts

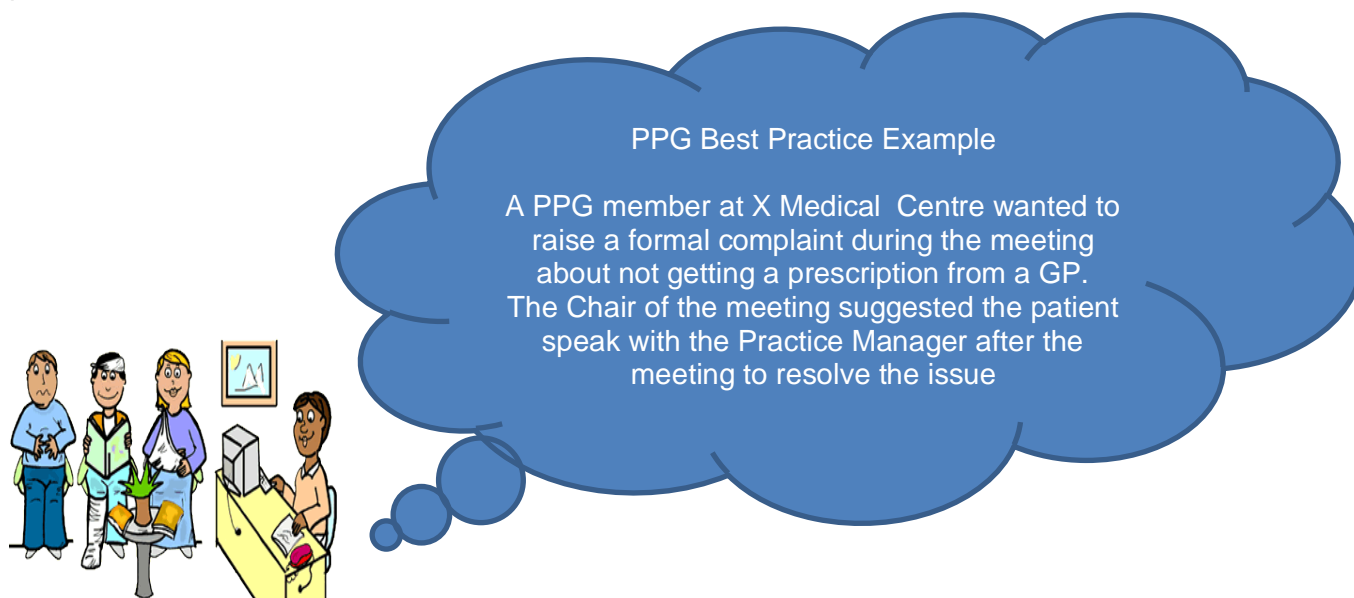
What can a PPG do?

- ✚ Discuss constructive suggestions for improving the practice, and share concerns that could affect the wider practice population.
- ✚ Organise health focussed events with the practice, i.e. Healthy Eating awareness as an information event for all practice patients to attend.
- ✚ Create a patient survey with practice staff, to get feedback about the practice from the rest of the patient population.
- ✚ Design a newsletter for the practice, to provide regular updates to patients.
- ✚ Assist the practice in making sure their website is 'Patient Friendly'.
- ✚ Engage with the local community to ensure that the PPG is representative
- ✚ Invite health and volunteer professionals to PPG meetings, for PPG members to remain informed and updated about local opportunities for patients.

What can a PPG not do?

- ✚ PPG members cannot provide any medical advice to other patients, or deal with personal/medical issues or individual patient complaints during the meeting. These should be dealt with outside the meeting following the practices already established procedures.

PPG members should as far as possible, be representative of the practice population. In some cases the practice can ask for support from their local Healthwatch to assist in the recruitment of patients.



First Steps for Setting up a PPG

Starting a PPG for the first time can seem like a daunting experience.

It is important that a PPG is meaningful to both the patients and practice staff, and there are various ways to work towards this that are specific to each PPG.

In this section you will find some basic Ground Rules that can be used for a first PPG meeting, and clear outline of the Roles and Responsibilities of a PPG

GROUND RULES	
The PPG meeting is not a forum for individual complaints and personal issues	Silence indicates agreement – speak up if you would like your suggestions to be part of the discussion!
Open and honest communication applies to all	All views are valid and will be listened to.
Be flexible, listen, ask for help and support each other.	No phones or other disruptions
Respect the practice and patient confidentiality at all times.	Discrimination on any grounds will not be tolerated.
Demonstrate a commitment to delivering results as a group	Start and finish meeting on time and stick to the agenda.

Roles and Responsibilities of a PPG

The PPG might in the first instance, consist of between 3 and 10 patients. There will also be representation from the practice either via the Practice Manager or a delegated member of the admin team who is always in attendance. GPs should also attend the meetings, either for a regular slot on the agenda, or as and when requested by the PPG members. The PPG should meet at least 4 times a year.

PPG members should elect a Patient Chair after the first or second meeting. Having a patient who chairs the PPG meeting empowers the group to share their views and encourages co-production between the patients and the practice.

The Patient Chair:

Manages meetings and is the main link between the patient group and the practice staff.

The **Patient Chair** should:

Ensure all PPG members have equal opportunity to contribute to the meeting

Ensure all agenda items are discussed in a timely manner.

Ensure all actions are recorded and steps are taken to implement them.

The PPG should also have a secretary (this might be a patient or a member of the practice team) to take notes of the meeting, as this will help structure the PPG meetings and activities. This role could rotate amongst the PPG members.

Secretary: Is responsible for supporting the chair and ensuring the group runs smoothly.

The **Secretary** should:

Take notes at the meeting and circulate them. They should include all action points agreed at the meeting.

The notes should be shared using the agreed method of communication for PPG members; e.g. over email, or via post.

Recruiting more patients to the PPG

There are lots of ways to recruit PPG members, and the most effective ways depends on the nature of your practice population.

- ✚ Create a large poster advertising the PPG, which has a small amount of text and says clearly what the group is, when it meets and how to register.
- ✚ Use the electronic display to advertise the PPG.
- ✚ Practice Staff can help identify patients who might be interested, and approach them face to face to tell them about the group.
- ✚ If you already have PPG members, some may be willing to spend an afternoon sitting in the practice, talking to patients in the waiting room and signing them up there and then.
- ✚ Create a PPG page for the practice website.
- ✚ Advertise the PPG at local community hub spaces with posters.
- ✚ Have an open day with useful information on particular health topics for all interested patients and carers to attend.
- ✚ Tell patients about the group as soon as they register with the practice and when they pick repeat prescriptions.
- ✚ Advertise the PPG using the text messaging service.
- ✚ Make contact with your local Healthwatch to assist in telling people about your PPG.

How to make your PPG more representative:

Having a PPG that represents the diversity of your patient population is important in making sure that GP practice is meeting the needs of its patients, by listening to a variety of patient voices.

There are many things PPGs can do to engage the wider range of patients:

- ✚ Create a suggestions and compliments box that sits in the GP practice.
- ✚ Advertise the PPG amongst local community groups with the support of local voluntary organisations like Healthwatch.
- ✚ PPG members can attend local community group meetings.
- ✚ Invite local voluntary organisation representatives to PPG meetings to share PPG information with people they work with.
- ✚ Practice/.PPG members can go out into the community to consult with particular seldom-heard groups.
- ✚ Practice can host information sessions/events that are relevant to particular community groups to reign in interest.
- ✚ GP practices can engage with Healthwatch and receive feedback from seldom-heard groups about their GP practice, to take to future PPG meetings.



PPG Best Practice Example

After putting up PPG posters and flyers and speaking to a number of interested patients, X medical centre had their first PPG and 6 patients attended, along with the Practice Manager and a GP. The group elected a patient chair and discussed the practice's new website. PPG members suggested creating a short survey to share with the whole practice population to find out if patients are accessing the new practice

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 member of the Group or just helping out once in a while.

It is all voluntary and each and every contribution is appreciated and valued.

PATIENT PARTICIPATION GROUP - FREQUENTLY ASKED QUESTIONS

Do we have to have a Patient Participation Group?

Yes, since April 2015, all GP practice NHS core contracts require a GP to have a PPG and make reasonable efforts to ensure that it is representative.

This is part of the government's aim to put the patient at the heart of everything the NHS does.

Should the Practice Staff be involved in the Group?

Yes, a GP and Practice Manager or equivalent should be part of the group. Without the support of both the clinician and a manager, the patient group will be unable to function effectively. The group must be supported with practice information, resources and authority to take action.

Let the group know who will be the lead from the practice and which GPs will be involved.

How many patients should there be in the group?

There is no fixed number, but it is best to start with a core group of 4-6 members who are able to commit and participate.

If the practice is set up for it there can be additional virtual members who participate through the website.

A greater number of patients can also be invited to hear the results of the patient survey or for other special events arranged by the practice.

How often should the patient group meet?

Frequency: There is no fixed number of required meetings, but a quarterly meeting (every 3 months) is what practices should aim for.

When: getting the time right is vital. Timing depends on the preference of PPG members if you already have them signed up, and the nature of your practice population. If you have a majority

PATIENT PARTICIPATION GROUP ACTIVITY TIMELINE

SER	MEETING	MONTH	LOCATION	REMARKS
1.	QUARTER 1	February (2 nd Mon) at 5pm		
2.	QUARTER 2	May (2 nd Mon) at 5pm	Chickenley	
3.	QUARTER 4 (AGM)	July (2 nd Mon) at 5pm	Batley	
4.	Macmillan Coffee Morning	September (2 nd Thu)	Batley	Members assist with Coffee Morning Dependant on Flu vaccine arrival
5.		September (2 nd Fri)	Chickenley	
6.	QUARTER 4	November (2 nd Mon) at 5pm	Chickenley	

**Constitution of the Grove House Surgery/Chickenley Medical Centre
Patient Participation Group**

Name

1. The name of the group shall be "Grove House Surgery/Chickenley Medical Centre Patient Participation Group" (herein after called "the PPG")

Objective

2. The PPG is established to promote the effectiveness of the Grove House Surgery (herein after called "the Practice") by fostering the highest possible standard of primary care through the medium of patient participation.

Activities

3. To assist the Practice in improving services to patients.
4. To represent patient views and improve communication between patients and the Practice.
5. To receive comments about the Practice and assist in responding to them.
6. To express opinions on behalf of patients in regard to Practice policies.
7. To contribute to the practice development process and comment upon any resulting action plans.
8. To assist the Practice on the education needs of the patient community in regard to preventative medicine, healthy lifestyle choices, appropriate use of healthcare services and any other areas as to improve the health of the patient community and the efficient use of medical resources.
9. To provide input to and publish feedback from the North Kirklees Clinical Commissioning Group, to co-operate with the Care Quality Commission (CQC) and to influence the provision of primary and secondary healthcare and social care.
10. The Practice will seek to consult the PPG, through its officers, on any plans to significantly change to the way in which the Practice care and is managed.

Membership

11. Any registered patient of the Practice over the age of sixteen is eligible to become a member of the Group through self-nomination and in doing so agrees to abide by and uphold the terms of this constitution
12. Registration of members shall be the responsibility of the PPG.

13. Membership does not confer any prior claims on the Practice or any right to preferential treatment
14. Members are not allowed to pursue individual issues and complaints for themselves or others through the PPG; instead they should use the Practice's existing procedures.
15. Membership of the PPG shall be terminated:
 - a. In the event of a member ceasing to be a patient of the Practice.
 - b. If a member is absent from 3 out of 4 consecutive PPG meetings
16. To aid communications members agree to the disclosure of their names, postal and email addresses to the other PPG members and agree to the disclosure of their names and email addresses via the Practice website.

Officers and Structure

17. The PPG shall annually elect a Steering Committee of up to 8 officers which shall include the PPG's chairperson, vice-chairperson and secretary.
18. The Steering Committee will be responsible for the day to day work of the PPG and can call upon other PPG members as needs require.
19. When not meeting, liaison between the PPG and the Practice will normally be through the officers of the PPG.
20. The Steering Committee is accountable to the PPG.
21. The elected officers shall remain in post for one year, and shall be eligible to stand for reelection.

Meetings

22. The PPG will set its own frequency of meetings, but will meet a minimum of once every three months plus an Annual General Meeting (AGM).
23. Meetings shall normally take place at the Practice.
24. Each meeting will have a nominated Chair, usually the chairperson, vice-chairperson, secretary or ordinary member in that order.
25. The agendas and minutes shall be published on the Practice website.
26. Any registered patient of the Practice is welcome to attend any meetings of the PPG in observational capacity.
27. Up to a maximum of four members of the Practice staff can join any PPG meeting.
28. Normally a Practice Partner will attend all PPG meetings unless requested not to do so for specific agenda items by the PPG.

Voting

29. Only members of the PPG registered prior to the commencement of a meeting will be entitled to vote.
30. No Practice staff are entitled to vote.
31. A quorum of the PPG will consist of six registered members
32. A simple majority is required for all matters except alteration of the terms of this constitution, which will require a two-thirds majority of the PPG and agreement from the Practice partners.
33. In the event of equality of votes, the Chair will have the casting vote.

Conduct of the business of the PPG

34. The PPG will determine its own rules of business which will be recorded by and available from the secretary
35. When not meeting, the PPG will seek to carry out as much of its business as possible electronically.
36. Wherever possible the Practice will seek to support the PPG in its work; this will include financial support for activities agreed by both the PPG and the Practice.

Dissolution

37. The PPG exists by agreement of, but is separate to, the Practice. It will be run autonomously within this constitution.
38. The circumstances under which the PPG can cease are:
 - a. By the withdrawal of consent for the PPG by the Practice partners
 - b. By the cessation of Grove House Surgery as a practice

AGENDA FOR THE PATIENT PARTICIPATION GROUP MEETING

SERIAL	AGENDA ITEM	REMARKS
1.	Arrival and Refreshments	
2.	Welcome and Introductions	
3.	Minutes of Last Meeting	
4.	Chair Update	
5.	Practice Update	
6.	Members Update	
7.	AOB	
8.	Date of Next Meeting:	