

## **What is the purpose of a Patient Participation Group?**

- To give practice staff and patients the opportunity to, where possible, share decision-making in the running of the practice.
- To provide for patients to make positive suggestions about the practice, and be an advocate for patient preferences when appropriate.
- To provide a means for practice staff to inform patients about the reality of running a General Practice.
- To involve further patients from the wider population, and be an advocate for the practice when appropriate.
- To encourage health education activities within the practice.
- To develop self-help projects to meet the needs of fellow patients, such as befriending, help with transport, and bereavement support.
- To act as a representative group that can be called upon to influence the local provision of health and social care.

**Remember!** A PPG has to represent a whole practice population, not personal or individual views, and so must have a strategic and overarching focus.

### **Benefits of a Patient Participation Group**

- Patients will be more responsible for their own health.
- Patients will have a better understanding and knowledge of the practice and its staff.
- Patients will be consulted about arrangements for their primary health care before decisions are made.
- Patients will benefit from improved communications between patients and staff.
- Patients will have a forum to suggest positive ideas and voice concerns.
- Jointly planned services are more effective and used more efficiently by patients.
- They will be able to help patients with non-medical issues such as loneliness, transport and health education.
- They will be able to get help from patients in meeting targets and objectives, such as surveys.
- They will have a forum to test ideas and suggestions to patients.
- They will get closer to the community for whom they care.
- All successful businesses listen to their customers.
- Patients will have an organisation through which they can help other patients in need.
- The patient view will always be represented in local health care.
- Improved communication will lead to more accountability for practice staff.
- Patients will have an opportunity to make links with other community initiatives, such as Healthy Living Centres and Sure Start Programme.



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### **Ground Rules:**

1. This meeting is not a forum for individual complaints and single issues
2. Open and honest communication - and challenge between individuals
3. Be flexible, listen, ask for help and support each other
4. Demonstrate a commitment to delivering results, as a group
5. Silence indicates agreement
6. All views are valid and will be listened to
7. Please put mobile phones on silent
8. Start and finish on time, stick to the agenda.