



Highfield Surgery

**A guide to forming an effective Patient
Participation Group (PPG)**

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Why does a practice need a PPG?

- It is a contractual requirement of practices to have a PPG.
- PPG's have a key role to play as they help ensure that patients and their carers can influence their local services.
- PPGs support the practice in developing services to ensure the needs and wishes of the patient population are met.



The role of the PPG

The role of the PPG includes:

- being a critical friend to the practice
- advising the practice on patient perspective, providing an insight into the quality of services
- encouraging patients to take greater responsibility for their own health
- researching the views of those who use the practice
- participating in health promotion events
- regularly communicating with the patient population



Structure of the PPG Committee

A typical PPG committee comprises of a:

- chair person
- vice chair
- secretary
- treasurer (optional)
- Any additional posts as deemed appropriate (created at the AGM if proposals are made)



Structure of the PPG continued

- In addition to the committee the PPC will comprise of up to 20 members.
- Members can be part of the face-to-face or virtual PPGs.
- Members of the PPG who cease to be registered at the practice, will cease to be a member of the practice PPG with immediate effect.
- The PPG will be a representative sample of the practice population.



PPG membership

PPG members should:

- be registered as either a patient or carer of a patient at the practice
- remain objective
- work collaboratively
- listen to views of the group
- adhere to the TOR for PPG members
- commit to the 7 principles of life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty and Leadership



What do members do?

PPG members:

- liaise with patients and carers, discussing concerns and comments pertinent to practice services
- champion the PPG, actively engaging with the patient population and local community
- attend and contribute to meetings
- remain objective throughout meetings
- represent the patient population effectively, expressing the views of the population objectively



What happens at meetings and when do they occur?

PPG meetings:

- take place at least quarterly
- follow an agenda (issued by the secretary)
- are a forum to discuss patient issues, concerns, suggestions etc.
- an opportunity to listen to speakers from the practice about developments or initiatives which will affect the patient population
- an opportunity for members to represent the patient population



How do PPGs support the practice?

- The CQC expect the practice to comply with key lines of enquiry (KLOE).
- KLOE W4 asks 'how are people who use services, those close to them and their representatives actively engaged and involved in decision-making, including through a patient reference group or PPG.'
- Being able to demonstrate effectiveness in this area will support the practice and help achieve a positive outcome following a CQC inspection

Inspected and rated

Outstanding 

 Care Quality
Commission



Where can I learn more?

- The National Association for Patient Participation (N.A.P.P.) was commissioned by NHS(E) to develop a resource to help PPGs work effectively:
www.napp.org.uk/bpp.html
- Patients or carers interested in joining the PPG at Highfield Surgery, should ask to speak to the Practice Manager.



Patient Participation Groups

- PPGs were established in 1972
- All practices should have a PPG
- The aim of the PPG is to ensure that Highfield Surgery puts the patient at the heart of everything it does.
- The PPG works in partnership with the practice, contributing to the continuous improvement of services and standards of care to the patient population.

