



PPG Toolkit

2018

On behalf of:

NHS Redditch and Bromsgrove CCG, NHS South Worcestershire CCG and NHS Wyre Forest CCG

Introduction

From 1 April 2015, it is a requirement in the GP Contract for all practices to have a PPG (either virtual or physical).

Patient Participation Groups 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 best practice for members of the Practice Team, including General Practitioners to be part of the Patient Participation Group.

Each PPG is, and should be, different. They should reflect the GP practice and its population and are shaped by the staff and volunteers. This toolkit aims to provide you with support and signpost you onto further resources, please adapt the suggestions and templates to meet the needs of your PPG.

All documents referred to in this Toolkit can be downloaded at:

www.worcestershire.nhs.uk/EasysiteWeb/getresource.axd?AssetID=167164&servicetype=Attachment

What is the purpose of a PPG?

PPGs are intended to be a route for patients to work together with their GP practice, to advise and inform their 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 comprised of volunteers. In most instances, the Patient Partnership Group will work in partnership with the Practice and other partners when appropriate to achieve their purpose.

The role of the PPG includes:

- being a critical friend to the practice;
- advising the practice on the patient perspective and providing insight into the responsiveness and quality of services;
- encouraging patients to take greater responsibility for their own and their family's health;
- carrying out research into the views of those who use the practice;
- organising health promotion events and improving health literacy;
- regular communication with the patient population.

Suggested TOR

Please see a suggested Terms of Reference in the Appendix which includes a Code of Conduct, Agenda and details on Equality. Please note that these are very comprehensive and are for guidance only.

Recruitment

Sometimes PPG's find it difficult to recruit a variety of people, but they want to be as representative as possible.

There are a variety of methods you could use for recruitment:

- Adverts on notice boards/screens / website/ social media
- Invitation on prescriptions
- Personal invitation by practice team / GP to patients they feel could be interested
- Informal events, stands or coffee mornings could attract new members
- A PPG member present in the waiting room helping could attract new members
- Visiting local community groups
- Advertising for specific people/roles e.g. a young person to contribute to a newsletter as part of their coursework
- Be flexible with your meetings/communications to accommodate new people e.g. meet alternatively in the day/evening or have virtual members sent the agenda so they can comment even if not attend.

Understanding why people participate can help with recruitment:

- Motivation: the reasons why someone wants to participate. This might be due to their values, desire for social interaction.
- Trigger to start participating: this might be a change in life e.g. retirement, which gives them more time to participate, being upset or angry about something and wanting to make a change, or just being asked to participate.
- Resources: a person's personal resources including things like time, money, health, and confidence can influence their decision about whether to participate.
- Opportunities to participate: a PPG offer the opportunity to participate; linking together people with similar interests and concerns, offering the space and support to participate, and is a simple 'vehicle' for the GP practice and patients to work together

Summarised from "Pathways through Participation" (September 2011)

Young People

PPG's are often keen to recruit young people but can find this difficult. See the British Youth Council's Top Tips for Involving Young People in PPG's: <http://www.byc.org.uk/wp-content/uploads/2017/07/NHS-Youth-Forum-Brochure-for-PPGs.pdf>

National Association of Patient Participation

The National Association of Patient Participation (NAPP) is the UK umbrella organisation for patient-led groups in general practice. Their website has lots of resources that can support your groups, and you can also join them as a member for an annual fee to receive further resources and information.

<https://www.napp.org.uk/index.html>

National Patient Participation Awareness Week

PPG Awareness Week is in June every year. NAPP provide templates and planners if you would like to celebrate the week.

Aims of the week include honouring the work of participants and encouraging new participants, as well as making the public aware that Patient Participation groups exist and advertising the work that the groups carry out.

Communications

Good communications between the practice, the PPG and the practice population is vital. NAPP created a very useful document to help support with communications (please note this was created in 2009) which is available in the Appendix.

Action Plans

An action plan to help your PPG to focus on what it wants to achieve. We suggest that this is kept short and simple, with clear timelines (we suggest these are no longer than 12 months) and responsibilities. Please see the template in the appendix as a guideline.

Suggested PPG Activities

Once your PPG is established and working well you may wish to look at different activities to keep members interested, support the practice in new ways and possibly involve new people

Here are some suggestions that Worcestershire PPGs have been doing:

- Face to face meetings with practice and sharing information Christmas lunch for the elderly
- Waiting room and check in support
- Holding arthritis event
- Charity stands in waiting room
- Patient Surveys
- Distribute FFT
- Digital Inclusion training
- 'Meet and greet' role at Flu Clinics
- Members have links to other organisations e.g. carers groups

See Fifty Reasons document from NAPP for more ideas in the Appendix

How do PPGs have a voice?

PPGs may hear issues from patients or discuss problems that cannot be resolved on a practice level. The CCG wants to hear these! Please contact the Engagement Team and we will discuss this with you and endeavour to address the issues or use these opinions in our wider commissioning work.

Alternatively, you may wish to discuss this with a CCG Lay member;

- Sarah Harvey Speck, Lay Member, Public and Patient Involvement and Quality:
sarah.harvey-speck@nhs.net

Or alternatively a local Supporting Lay Member:

- Chris Onions, Wyre Forrest: chris.onions@nhs.net
- Rachel Bennett, South Worcestershire: rachel.bennett17@nhs.net
- Julie Savage, Redditch and Bromsgrove: juliesavage@nhs.net

How can the CCGs help PPGs?

The Worcestershire Clinical Commissioning Groups want to help and support the PPGs as much as possible with everything from sharing best practice to venue hire.

There are many ways in which the CCGs can help:

- The CCGs will host an annual Worcestershire PPG conference where members from all PPGs in Worcestershire will come together to share best practice, learn about new initiatives and be able to ask questions of the CCG.
- The CCGs will continue to be a mouthpiece for PPGs to feedback any comments or concerns to relevant parties.
- There is an open communication channel for PPG members to contact the CCG engagement team at any time for help, support or assistance. Please email worcs.engagement@nhs.net
- If PPGs require information on specific topics from the CCG, they can request a speaker or information on by emailing worcs.engagement@nhs.net
- There may be a need to promote an event at your surgery or something similar and you may want the CCGs to help you get in touch with the media. If this is the case, please get in touch by emailing worcs.engagement@nhs.net
- The CCGs can support PPGs with venue hire if larger groups of PPGs wish to meet. For example; all the PPGs in Redditch may wish to meet to share best practice.
- PPGs can have full access to all CCG materials including posters and templates to help promote various activities on GP websites or in the surgery itself. We may also be able to help you on an individual basis designing materials, please do email worcs.engagement@nhs.net and we will help if we can.

Appendix

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