



**NHS**

North East Essex  
Clinical Commissioning Group



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**Informing  
Engaging  
Questioning**

**Patient  
Participation  
Groups**

**What They Are &  
What They Do**

## What Are PPGs?

- PPGs 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 PPG.
- PPGs 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 PPG 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 Participation Groups Do?

As noted above the activities of PPGs 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:

- Acting as a 'critical friend' to the practice, by helping it 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.
- Providing a signposting service for patients and providing services such as patient libraries, volunteer transport, befriending and support groups.
- Supporting the flow of communication by assisting in the production of patients information such as newsletter and leaflets.
- Working in partnership with the practice and other NHS partners in participating in health promotion events so that patients can have a really good understanding of their health and how best to look after it.
- Undertaking patient surveys or research to find out what matters to patients and discussing the findings with the practice.
- If necessary, fundraising to support the work of the PPG and to improve the care that is available to patients. Influencing the services that are provided, and where they are provided, by taking part in what are called commissioning decisions: this means that services can be developed in the way that is best for patients.