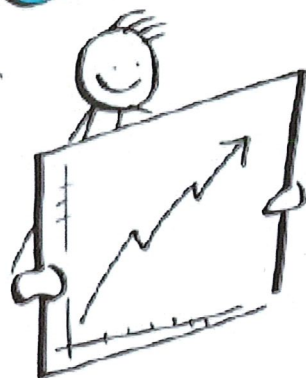


# What is a Patient Participation Group (PPG)?

IT'S ABOUT  
**IMPROVING  
SERVICES**



NOT A  
SOAP BOX..

OR A  
COFFEE  
MORNING..



**PPGs can support their practice in a range of ways. Some examples include:**

Collecting feedback on patient experience through surveys, discussions in waiting rooms and at events  
Suggesting improvements to the practice based on patient feedback

Letting patients know about other services in the local area

Working with the practice or PCN to organise health promotion open days and events, allowing people to find out more about local health care, self-care, and the PPG. Volunteering to support vaccination clinics and health promotion days

Contribute if the practice is inspected by the Care Quality Commission (CQC – a national inspection agency) – usually, the CQC will want to talk to the PPG Chair, and possibly some other members too, to seek their views  
Represent practice views at the local PPG Network where all PPG representatives share best practice and learning

**A Patient Participation Group (PPG)** is a group of people usually made up of patients and GP practice staff, who work together to **improve the experience** of all people registered at their practice.

Every patient at your practice **can be a member** of the Patient Participation Group. There is usually also a team of volunteer patients who organise regular meetings, **listen to patients' views** and meet with practice staff.

### What a PPG is:

- **Co-operative** - PPG members working with the practice to improve the service.
- **Representative** - a voice for all patients.
- **Two-way** – a conduit for practices to keep patients informed and to hear directly from patients about what is working and how things could be improved.
- **Communicative** - a way to let the practice know what patients are thinking and to suggest positive ideas and voice concerns.
- **Challenging** - as a critical friend, the PPG must be prepared to constructively challenge the practice and the service it provides.
- **Assuring** - a place to discuss changes and be a sounding board for the practice.
- **Responsive** - a place to develop projects and ideas based on the needs of the area and its patients.
- **Collaborative** - a group that works with other PPGs and local health and care organisations.
- **Practical** - some PPGs put together practice newsletters or run support groups such as wellbeing activities or groups, for example, walking groups, 'green gym' allotments, illness management support sessions or helping at vaccination clinics.
- **Supportive** - a way to support the wider Sussex Health and Care Partnership with campaigns and opportunities for patients to have their say.

### What a PPG is not:

- **A place for personal complaints** - the practice and NHS have other ways for people to make individual complaints.
- **A talking shop or a doctor's fan club** - although a chance to socialise, the group should be productive and a place for meaningful dialogue, not a tick box exercise.
- **A place to work on a personal campaign / issue** - PPGs need to work on projects that would benefit the wider patient community.
- **An all-access pass** - PPGs are not entitled to access all areas of the practice (such as behind reception or staff offices) or to know information that is not relevant to their role (such as the practice finances).
- **A governing body** - PPGs do not have a strategic input into the running of the practice and have no executive authority or powers over any aspect of Practice administration.