

Park Medical Practice and Oakwood Surgeries have a joint Patient Participation Group. The PPG wanted to give our patients more information about their roles. The Chairman of the PPG is Rick Bailey. Messages for Rick can be left at either practice. Rick will contact you directly if you leave a telephone number or email address.

### **What is a Patient Participation Group (PPG )**

Patients working with the practice to provide practical support for the practice.

Patients working with the practice to contribute to the continuous improvement of services.

Patients working with the practice to help themselves and other patients to take more responsibility for their health.

The activities of each group are determined by the local needs of the community and in consultation with practice staff.

A PPG works by building a relationship between the practice staff and patients that breaks down barriers to communication.

A PPG enables the sharing of information.

A PPG can provide a springboard for public involvement in wider aspects of the National Health Service.

A PPG is confidential when needed, everyone should have signed a confidential agreement.

A PPG communicates widely throughout the community.

Most PPG's are self-organising. Many groups undertake activities that help the GP practice staff.

Some PPG's do a lot of fund raising, others do none or very little.

An ideal PPG group reflects the Practice population but it is sometimes difficult to get everyone represented at meetings. Older people don't like to come out at

night, working people very often cannot make day time meetings and it is very difficult to get younger people interested.

Our practice is part of the DCN locality and it could be useful to join up with other PPG's within the same locality, supporting and learning from each other.

Support the patient locality board member who can take your concerns if necessary to the locality board, and also bring back to PPG's new policies /ways of working which might affect patients.

Some PPG's are internet based only.

### **A Patient Participation Group (PPG) is NOT**

A forum for complaints. By providing a channel for communication a PPG can reduce the risk of complaints. Many PPG's agree to forward concerns onto the Practice Manager.

A PPG is not a way to implement any pre-determined agenda (the governments or anyone else's). The independence of the PPG is a major strength. They are informally accountable to all the patients in the practice and should therefore take a balanced view of needs.

Being a member of the PPG does not entitle you to preferential treatment at the practice.