Patient Participation Group - quality indicator checklist:

This checklist provides an opportunity for Patient Participation Groups to review their progress and identify areas for development. **The tool is not monitored by the CCG or linked to the GP practice contract**. It simply aims to support PPGs to improve and should be filled in jointly with PPG members and staff.

Organisation and structure

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| **Quality indicator** | **Bronze standard** | **Bronze standard plus**  **Silver standard** | **Bronze and silver standard plus**  **Gold standard** | **Standard achieved** | **Examples / Comments**  **/ Areas to improve** |
| Our PPG has a clear structure and purpose | * We have clear ground rules for the group * We have a designated chair for the group | * We have a terms of reference * We have an up-to-date action plan * Our PPG members have a point of contact at the practice * Information is jargon-free * Our PPG members are able to contribute to the agenda | * Our PPG is chaired by a patient * Our PPG agenda is driven by patients * Our PPG members are clear about what they can and can’t get involved in (confidentiality agreement) * We have a role description for PPG members |  |  |

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| **Quality indicator** | **Bronze standard** | **Bronze standard plus**  **Silver standard** | **Bronze and silver standard plus**  **Gold standard** | **Standard achieved** | **Examples / Comments**  **/ Areas to improve** |
| Our PPG has regular contact with the CCG | * Some of our PPG members are signed up to the CCG community network | * Most of our PPG members are on the CCG network * We are made aware of other opportunities to get involved in other   engagement opportunities (such as training/peer support) | * We have PPG members who attend some of the monthly PPG Network Support Group meetings * Some of our members attend the CCG patient training |  |  |
| There are different ways for patients to get involved in the PPG | * The PPG holds a regular face-to-face or virtual meeting | * PPG members are able to forward comments to   meetings they can’t attend   * The PPG has discussed ways to make meetings more accessible (might include holding meetings at different times of the day) | * Patients can skype into meetings (or alternative) * The PPG is held on different days of the week and at different times of the day. |  |  |
| There are opportunities to work with other local PPGs | * Our PPG meets or are in contact occasionally with other local PPGs | * We are involved in ‘Locality PPG’ meetings in our Primary Care Network | * Our PPG works closely with other local PPGs * We have examples of how our PPG has worked with other PPGs |  |  |

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| **Quality indicator** | **Bronze standard** | **Bronze standard plus**  **Silver standard** | **Bronze and silver standard plus**  **Gold standard** | **Standard achieved** | **Examples / Comments**  **/ Areas to improve** |
| Our PPG represents all the patients that use our practice | * We have a regular PPG meeting * The PPG is focused on improvement | * The PPG is focused on improvement for all of the practice population not just those present at the meeting | * The PPG makes an effort to understand the needs of people from seldom heard communities |  |  |
| Clinicians such as GPs and nurses attend our meetings | * Clinicians occasionally attend PPG meetings | * Clinicians regularly attend PPG meetings | * Clinicians are always present at our meetings and take an active role |  |  |
| Our practice actively recruits members to the PPG | * We have a poster (or alternative) up in the waiting area about the PPG | * We use our TV screen to promote the PPG * Staff encourage people to sign up to the PPG * New members have attended the PPG in the last year * We have representatives from our branch practices on the group | * We use social media (such as Facebook) to promote the PPG * We promote the PPG with local voluntary organisations, schools and colleges * More than five new people have attended the PPG in the last year * Recruitment is regularly on our PPG meeting agenda |  |  |
| Our practice makes it easier for people from seldom heard groups to get involved | * The practice promotes the PPG in a variety of places | * There are ways for people to contribute to the meeting virtually (such as providing agenda items by email) * The PPG members are aware of the Accessible Information Standards | * The practice can make interpreters available at PPG meetings * Literature for the group is available in alternative formats like ‘easy read’ and braille * The practice has offered to hold meetings at different times to make them more accessible |  |  |

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| **Quality indicator** | **Bronze standard** | **Bronze standard plus**  **Silver standard** | **Bronze and silver standard plus**  **Gold standard** | **Standard achieved** | **Examples / Comments**  **/ Areas to improve** |
| Our members are actively involved in the practice | * Patients attend PPG meetings * PPG members are involved in developing patient survey questions | * PPG members are involved in carrying out surveys in the waiting room | * PPG members or health champions are involved in developing and delivering peer support sessions (e.g. diabetes) * PPG members or health champions are involved in supporting other practice initiatives such as the   flu jab, health awareness days or promoting the use of community pharmacies for medication reviews.   * Our PPG has its own email address |  |  |
| Our members champion the voice of the wider community | * PPG members share their personal stories of using the practice * The agenda is driven by individuals | * The practice has shared information about who lives locally (practice profile) * The practice has shared the National GP survey results * PPG members avoid sharing personal stories and focus on the needs of the wider community. * The agenda focuses on issues experienced by lots of people registered at the practice | * The PPG members use the information about the wider community to champion the voice of a wide range of people * PPG members have identified gaps in representation and have worked with the practice and local organisations to hear and champion these voices * The practice shares anonymised complaints and compliments at each meeting |  |  |
| Our PPG members are involved in the practice newsletter | * PPG members are not involved in developing a patient newsletter * We don’t have a practice newsletter | * PPG members contribute ideas to the newsletter * The newsletter is published every year | * PPG members write articles for the patient newsletter * Our newsletter is published several times a year * The newsletter is available in alternative formats |  |  |

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| Our practice communicates well with PPG members | * Meeting agendas and related documents are usually sent to PPG members at least one week before the meeting * The practice informs us of any news relevant to the PPG | * Meeting agendas are always shared with PPG members at least a week before the meeting * PPG members are informed of the next meeting date in good time * We have several meeting dates in our diary * PPG members are given an update on engagement activities at the CCG | * Up-to-date minutes are available on the practice website * All PPG-related documents (Ground rules, terms of reference, action plan) are available on the practice website |  |  |
| Our practice shows how they have listened to and acted on PPG feedback | * The minutes from our PPG reflect what has been said at the meeting | * The action plan clearly outlines how the practice have acted on feedback from the PPG | * The minutes and action plan is up-to-date and available on the website * The action plan outlines why sometimes the practice cannot act on patient feedback |  |  |
| PPG members report good involvement in the practice | * PPG members are satisfied with their involvement in the group * PPG members feel that they are listened to at the meetings | * PPG members are happy with their involvement in the group * PPG members feel that the practice considers their thoughts and views. * PPG members are consulted on relevant changes at the practice | * PPG members feel valued by the practice and are very happy with the progress of the group * PPG members feel that their views are acted on. * The practice can give examples of how they have made changes as a result of PPG feedback * The PPG is involved at an early stage when changes are proposed * PPG members are able to claim out-of-pocket expenses |  |  |