(INSERT Practice Name) PPG

**Induction Information**

Welcome to the XXXXX XXXXX Practice Patient Participation Group. It’s great that you’ve decided to get involved in making our practice the best it can be. This sheet is designed to help you, as a new recruit to our PPG. If you have any questions, please don’t hesitate to speak to one of the PPG members, the chair or the practice manager.

# Background

From April 2015, it has been a contractual requirement for all practices to form a Patient Participation Group (PPG). PPGs are designed to work in partnership with their practice to:

* Act as a critical friend to provide a patient’s perspective to improve services, and to ensure that plans and activities respond to patients’ needs and priorities
* Reach out to the wider patient population, building stronger patient-doctor relationships
* Provide practical support to the practice through different means, such as conducting and analysing surveys
* Encourage patients with long-term and/or multiple health conditions to gain confidence in managing and taking control of their health and care
* Help other patients take more responsibility for their health and make informed decisions

The Clinical Commissioning Group (CCG) is one of the local organisations which needs to better understand how healthcare in Leeds is working. CCGs have existed since April

2013 and they are clinically-led statutory bodies responsible for the planning and paying for (commissioning) of health services. NHS Leeds CCG is based at WIRA House, LS16, and works alongside the GP Confederation (an organisation representing GP practices in Leeds) to deliver primary care services to around 100 practices in the city.

# How our PPG works

Our PPG is open to any registered patient to join. Its purpose is to engage patients and ensure their voices are listened to in the future development of NHS services. Our PPG was established in XXXX and it meets with practice staff every three months. Our Chair is XXXXX XXXXXX and a representative from the practice usually attends. Minutes are

taken by XXXXXXXXXX XXXXXX. Minutes are shared with the group within a week of the meeting. If you have an email address we will share them with you via email.

Our PPG is a forum for two-way feedback of ideas, suggestions, reactions, and questions about the work of the practice, especially around patient experience.

At your first meeting you should be introduced to the other members in the group and given a quick explanation on how meetings work. This should happen at the start of the meeting. Feel free to ask the Chair if it doesn’t seem that this is going to happen.

You should also receive a copy of:

* PPG Ground Rules
* Terms of Reference
* Code of Conduct (you’ll need to read and sign this)

At least once a year, the members spend a week in the practice’s reception area talking to patients, collecting opinions and observations about their experience of being a patient at XXXXXXX XXXXXXX. If people want to make a complaint we direct them to the practice’s complaints procedure.

Please feel free to ask questions and chat with members of the group. We’re all here to help each other out and make sure that our patients get the best service they can from our practice. It is our role to consider all of our patients where appropriate and relevant. Don’t worry, you’ll pick it up as we go along.

# Chair contact details

**Name:** Joe McChairPerson

**Email:** [joe.mchairperson@gmail.com](mailto:joe.mchairperson@gmail.com)

# Useful Resources

There’s guidance and training information on the **NHS Leeds CCG** website: <https://www.leedsccg.nhs.uk/get-involved/>

The **National Association of Patient Participation** (NAPP) has a lot of information: <https://www.napp.org.uk/>

The GP Patient Survey is a valuable source of information: <https://www.gp-patient.co.uk/>

You can find information on our local area on the Leeds Observatory: <https://observatory.leeds.gov.uk/>