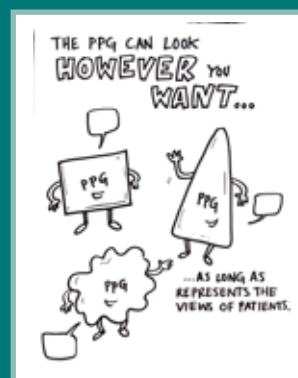
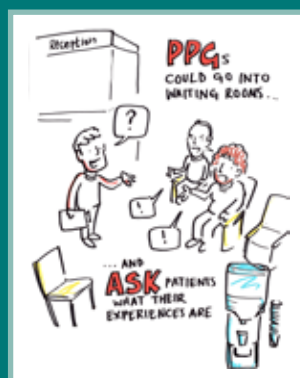
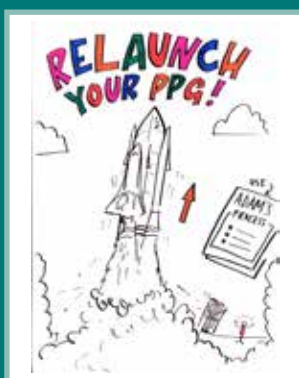
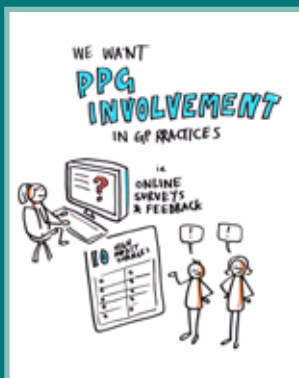


#PPGsinLeeds

# A Leeds PPG Network resource

# PPG Toolkit



V2.0  
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**1.**

# **Introduction and Background**

# Introduction and Background

NHS Integrated Care Board in Leeds (ICB in Leeds), Leeds GP Confederation and GP practices in Leeds are committed to working alongside patients and members of the public to deliver the best primary care services we can.

One of the ways we can do that is by working with Patient Participation Groups (PPGs). We want to do all we can to help develop and support PPGs in Leeds. With that in mind, working with the Leeds PPG Network, we have worked together to create this PPG Toolkit.

This toolkit will give you guidance, support and a number of useful documents and ideas to help set up a PPG or develop an existing group.

One of the best things about PPGs is that there isn't a set way in how they work, allowing you to develop your group based on the needs of your practice and its patients. We are aware of the benefits that support and guidance can bring when setting up and running PPGs and we hope that this toolkit achieves this.

Following our 2019 PPG event and 2020 PPG Network objective setting workshop, people told us that they want to be more involved in their local areas, their Primary Care Networks (PCNs) and Local Care Partnerships (LCPs). PCNs and LCPs bring together all the health and social care services in a local area and aim to work together to better support the people of that area. We believe that PPGs are well placed to play a key role in this.

## There's a lot that PPGs can get involved in:

- Supporting your practice or the Leeds Health and Care Partnership with a consultation / engagement on changes to services.
- Gathering feedback from patients about the practice and helping to improve GP services, including how the practice communicates with its patients.
- Setting up community activities, for example, setting up an allotment project.

We're building a network that allows PPGs to connect as well as learning and supporting one another. To find out more, please visit: <https://www.healthandcareleeds.org/have-your-say/shape-the-future/ppg/>

With this in mind, we will continue to develop this toolkit and will keep adding new resources to support PPGs to work in this way. If you have suggestions for things you would find helpful, please feel free to get in touch with us at [wycib-leeds.commsinvolve@nhs.net](mailto:wycib-leeds.commsinvolve@nhs.net) or call 0113 221 7777.

The toolkit has been developed with a project group made up of PPG members. We have also looked nationwide for other examples of good practice such as North Staffordshire CCG and the National Association for Patient Participation ([www.napp.org.uk](http://www.napp.org.uk)). Thank you to Ireland Wood and Horsforth PPGs for sharing their induction pack which has been used to help design the 'Induction Information' document.

**2.**

# **What is a Patient Participation Group?**

# What is a Patient Participation Group?

A Patient Participation Group (PPG) is a group usually made up of patients and GP practice staff who work together to improve the experience of people registered at their practice. The PPG works together with the practice to represent the patient's voice in decision making, ensuring that all communities served by the practice are represented. PPGs can be involved in a wide range of ways across the practice.

PPGs are usually set up by a GP practice as part of their core contract but are then run by patients once they are established. Every PPG runs differently based on:

- Who is involved in running the group;
- The needs of the practice;
- The needs of the patient population.

This allows the PPG the freedom to be creative and unique in its approach; deciding what priorities and activities they want to be involved in to best serve their patient population.

## What a PPG is:

- **Co-operative** - PPG members working with the practice to improve the service.
- **Representative** - a representative for the patient voice and the patient population.
- **Engaging** - a means to work with (engage) patients.
- **Assuring** - a place to discuss changes and developments to the practice.
- **Supportive** - a way to support the wider Leeds Health and Care Partnership with campaigns and opportunities for patients to have their say.
- **Responsive** - a place to develop projects and ideas based on the needs of the area and patient population.
- **Collaborative** - a group that works with other PPGs as well as health and care organisations in the area.
- **Challenging** - As a critical friend, the PPG must be prepared to challenge the practice. This must be done constructively.

## What a PPG isn't:

- **A place to complain** - the practice and NHS have ways for people to log individual complaints.
- **A talking shop** - although a chance to socialise, the group should be productive and focused.
- **A place to work on a personal campaign / issues** - PPGs need to work on projects that would benefit the wider patient population.
- **An all-access pass** - PPGs aren't entitled to access all areas of the practice (such as behind reception or staff offices) or to know information that isn't relevant to their role (such as the practice finances).
- **An independent group / organisation** - although PPGs can be independent in how they carry out their work, the practice is ultimately responsible for them. PPG members should not be resistant to practice staff supporting the group, or their being involved.

## For a PPG to be effective, it needs to have:

- Leadership from within the PPG.
- Commitment and support from within the practice, this includes supporting it to host meetings and appropriate funding / resources for it to deliver an agreed work plan.
- A clear understanding of the role of the PPG.
- An understanding of the ways in which the practice operates, and the roles of the staff.
- Clear purpose and a set of realistic objectives.

There also needs to be trust and co-operation between patients and the practice staff.

## Leeds PPG Network

We have been working to create a network for PPG groups across the Leeds area. The aim of the network is to provide support, share good practice and resources. PPGs across Leeds are at various stages with many being well-established with lots of experience in running a group. We want you to be able to tap into that wealth of knowledge and experience. Whether you're struggling for ideas to recruit to your group, or facing a specific issue, it's likely another group will already have a solution, or encountered something similar.

We encourage you to get in touch with local practices and PPGs in your Primary Care Network (PCN) area and see how you can support one another. We'd also encourage you to set up a PCN PPG (more on that later). You can see who is in your area by visiting the GP Confederation website: <https://www.leedsgpconfederation.org.uk/about-us/our-practices/>

We're looking at different ways we can connect PPGs with one another including the introduction of PPG emails and an online network. We run PPG Network Support Group meetings where you can meet with other PPG members and share ideas, learning and network. Information and dates for these meetings can be found here: <https://www.healthandcareleeds.org/have-your-say/shape-the-future/ppg/>

## Why Patient Participation Groups?

Having a PPG can bring significant benefits to a practice and its patients:

### Benefits to the patients

- Service improvements and the promotion of good health locally.
- Helping the practice to develop the services that reflect what patients need and want.
- Patients are encouraged to take more responsibility for their own health.
- Improved communication with staff.
- Patients have a forum to suggest positive ideas and voice concerns.
- Influencing decisions about the services provided.
- Practical support such as wellbeing activities or groups, for example, walking groups, 'green gym' allotments, or illness management support sessions.

## Benefits to the practice

- GPs and staff can plan services jointly with patients to increase their effectiveness.
- Patients can play a key part in forming and monitoring annual improvement plans.
- Meet the Care Quality Commission (CQC) and contractual requirements - since April 2015 it has been mandatory for all practices to have a PPG.
- Help the practice meet its legal duty to involve patients in their care and in service development, as per the Health and Care Act, 2022.
- Help patients with non-medical and social care issues.
- Support from patients in meeting targets and objectives.
- Staff have a forum to suggest ideas and voice concerns.
- The practice gets closer to the community it serves.

## Benefits to the community

- Patients have a group through which they can communicate the specific needs of the local community and influence the health services that are commissioned (paid for).
- The local community has improved access to its health and care providers.
- Better partnership working between the practice and local groups e.g. the third sector and community leaders.
- The community gets closer to the practices that serves it.

## Wider benefits

- PPGs can be actively involved in ongoing service planning and major changes.
- PPGs can have true representation and involvement in service changes.



# 3.

# PPG Guidance

# PPG Guidance

## Getting Started

You may be looking to set up a new PPG or relaunch a PPG that ceased or disbanded.

### A group can be started by any of the following:

- A patient, or a group of patients
- A GP or another member of practice staff
- A practice manager

### A patient can start a group by:

- Approaching the practice manager to enquire about setting up a group:
  - This can be done in the practice, if the practice manager is available, or via email or a telephone call.
  - Details of how to contact the practice manager should be available on the practice website.
- Talking to other PPGs for information or advice. You'll be able to find their contact details on their practice websites.
- Building a membership by speaking to other patients to see if they might be interested in joining a group.

### A member of practice staff can start a group by:

- Becoming an advocate for patient involvement in the practice.
- Making connections with other practices with a PPG for shared learning.
- Approaching user groups such as parent and toddler groups, screening clinics, etc.
- Linking into the National Association for Patient Participation (NAPP):  
<https://www.napp.org.uk/>
- Hosting a patient information session about a particular health subject / issue, or condition in the practice, online or in a local community venue where you can have PPGs on your agenda of items to talk about.
- Speaking with a member of the Primary Care or Insight, Communications, and Involvement teams at the ICB in Leeds.

# Recruitment and Representation

This section is useful for any group that is looking to recruit more members and / or be more representative of their practice population.

## Recruitment

Having a good-sized PPG allows for more diversity in experience, and in discussions. It also allows groups to achieve more and spread the work around. PPG members are volunteering their time and effort and it's important to have a supportive group of engaged members.

There isn't a set number of people you should recruit to your group, however, have too many, and conversations and discussions might become more difficult, too few and decisions / conversation may be one-sided.

### Top tip:

Some PPGs have a 'core' number of 'committee' members (6-12 members) and other volunteers can support the group to achieve their goals without needing to attend meetings. Some PPGs have a list of volunteers or 'non-members' who help support the PPG with different activities.

## Virtual PPGs

A virtual PPG is a great addition to your group. You could use it to support the main group, especially if it is difficult to encourage and gain commitment from a diverse range of members. The virtual group can be set up for patients who would like to be involved in a PPG but are unable to, or don't want to, attend meetings.

We recommend using the virtual group to create a larger pool of interested people who can contribute and support the group. You should aim to have both a face-to-face meeting group and a virtual group.

Your virtual group can be done via email or social media (or a combination of both). All PPGs now have their own dedicated email address for the group to assist in communicating with patients and managing PPG activities (see page 16).

## Representation

It's important that a PPG works towards being representative of the practice population. This means that when you're working on projects, or looking at the needs of the practice, you're thinking about all the people who might be affected by a change.

A good checklist is the nine protected characteristics highlighted in the Equality Act (2010), below, but you should also think about wider determinants, such as deprivation, working age adults, digital access (or lack of), and people with caring responsibilities:

- |                       |                           |                       |
|-----------------------|---------------------------|-----------------------|
| ✓ Age                 | ✓ Sex                     | ✓ Race                |
| ✓ Religion or belief  | ✓ Pregnancy and maternity | ✓ Sexual orientation  |
| ✓ Relationship status | ✓ Disability              | ✓ Gender reassignment |

### Remember:

one person cannot represent the views of an entire community so it's important to engage with these communities to get those points of view.

You can find out more here: <https://www.equalityhumanrights.com/equality>

This doesn't mean you need someone from each protected characteristic on your group to be representative. Every PPG member should be thinking about the people that fall under these categories when they are carrying out their work.

## Ensuring Your PPG is Representative

The purpose of a PPG is to offer an opportunity for the patient voice to be heard, and it is important that groups represent the demographics of the practice population as much as they can.

When the PPG is carrying out its activities it must do its best to think how the different demographics represented by the practice will benefit, or be affected by, an activity or changes at the surgery.

This doesn't mean that everything a PPG does has to include everyone; however, if it is something that does affect a wide range of people then you need to do your best to include and consider their voice as well. To encourage wider representation:

- Check out your 'Practice Profile' to get a breakdown of demographics for your practice: <https://fingertips.phe.org.uk/profile/general-practice>
- Check out a detailed breakdown of statistics for your PCN area on the Leeds Observatory: <https://observatory.leeds.gov.uk/>
- Actively target certain groups that seem to be under-represented (you can look at previous survey results to give you an idea of who you're hearing from, and who you're not. This is why collecting equality data is important.
- Be proactive about canvassing the views of the local community.
- Work with specific groups to provide input on a topic (people don't have to be 'on' the PPG to be represented by the PPG).
- Work with 'leaders' of communities that may be asked to speak at a PPG meeting or work on specific projects on a short term basis.
- Contact Voluntary Action Leeds to see if they can offer any advice in targeting diverse communities <https://doinggoodleeds.org.uk/>
- Work with local charities and third sector organisations to learn more about particular communities or conditions. They could be a guest speaker at one of your meetings or help you recruit to your group.

## Recruiting and Raising Awareness of your PPG

There are lots of ways you can raise awareness and recruit to your PPG. We believe that to get a good mix of people, advertising in different places and in different ways means you are more likely to get a better response. Here are some suggestions to help recruit:

- **Don't just advertise in your practice, people who don't visit the practice regularly won't know what's happening if it isn't advertised elsewhere.**
- **Posters**
  - Advertise via a poster (a template can be found in the Appendices) in your reception area – make sure your noticeboards aren't too cluttered.
  - Take posters to local community centres, and community noticeboards.
  - Supermarkets, post offices, and libraries often have community noticeboards where you can advertise with posters.
- **PPG Leaflets**
  - Have PPG leaflets available at reception and any table space / leaflet racks you might have.
  - PPG leaflets are available from the ICB in Leeds, and you can personalise them to your practice. Contact [wycib-leeds.commsinvolve@nhs.net](mailto:wycib-leeds.commsinvolve@nhs.net) to order some for your practice.
  - You could give the leaflets out with prescriptions or have them to hand in appointments, and staff could recommend them if thought appropriate (for example, to help to reduce isolation / loneliness).
- **PPG Noticeboard**
  - Make this eye catching and update it regularly.
  - Photos of PPG members or 'who to contact' are great for patients to know who to speak with.
  - Crossley Street Surgery in Wetherby have a great noticeboard and often update with different topics such as "A Day in the Life of a GP".
- **Messages on the electronic information board / TV screens**
- **Online messages**
  - Make sure your website is up to date and that the PPG / Patient involvement section is easy to find and accessible.
  - If you have a mailing list perhaps email the PPG leaflets out (a digital version is available online: <https://www.healthandcareleeds.org/have-your-say/shape-the-future/ppg/resources/>).
  - If you don't have a mailing list, have you considered building one using your PPG Email?
- **Social media**
  - A great way to recruit younger people or invite people to a 'virtual group'.
  - You can use social media to promote the work of the group and encourage interactions and feedback, as well as recruit.
  - Consider setting up a practice page on Facebook and Twitter (X). You can use your dedicated PPG email to do this. The Communications team at the ICB in Leeds can offer some guidance on this: [wycib-leeds.commsinvolve@nhs.net](mailto:wycib-leeds.commsinvolve@nhs.net)
  - We recommend capturing comments and feedback from social media anonymously to get a feel for what people are thinking. You can use our spreadsheet template to do this, see Appendix K, an editable version is available online from: <https://www.healthandcareleeds.org/have-your-say/shape-the-future/ppg/resources/>

- **Text messages** (this information has been approved by the Information Governance team at the ICB in Leeds, as of 12.2023).
  - It is important that patients are made aware of PPGs, not just to recruit to your group but to encourage involvement in their activities.
  - You can send a text message to patients who you have mobile phone numbers for, in order to promote the existence of the group and how people might find out more (directing them to the PPG page on the practice website).
  - This must not be communicated too frequently; we suggest once a year. Although if you have specific consent to text people about PPG activities, then go for it (make sure they can unsubscribe from those updates).

**Use the example text template below:**

Message from (insert practice name)

Did you know that our practice has a Patient Participation Group (PPG)?

It's a group made up of patients who work with us at the practice to make improvements for our patients. We're always on the lookout for people to share their experience and get involved in supporting the group. To find out more, or to share your experiences, please email the PPG on XXXXXXX@outlook.com, call the practice on XXXXX XXXXX or visit our website: XXXXXXXX

- **Newsletters**

- Write an article in your practice newsletter if you have one (if you don't have one, consider setting one up).
- Write an article in a PCN / neighbouring practice's newsletter.
- Write an article in a town, village, or parish magazine.

- **Word of mouth**

- PPG members should keep an ear out for feedback and experiences that people are sharing about accessing health and care services. In doing so, this might be a great opportunity to recruit new people to the group. And don't forget to add that feedback to your feedback sheet (Appendix K)!

- **Notice of information to local newspapers or a press release**

- The Communications team at the ICB in Leeds can offer some guidance if you are not sure about how this might work.

- **Other ideas**

- Some practices have added a message promoting the PPG to the bottom of printed prescriptions.
- Some PPGs do fundraising for charities and use it as a recruitment opportunity.
- Attending local fetes / galas / car boot sales with a stall either as a PPG or as a practice whilst also promoting the PPG.
- Look at the results from your regular feedback surveys, such as:
  - Friends and Family Test
  - National GP survey: <https://www.gp-patient.co.uk/>
  - The 'Experience of my GP' survey (more info on page 33): <http://tinyurl.com/leedsGPexp>

## Host an event / open day

Some practices have previously held an open day or event to bring a larger number of people into the practice where they can learn more about a particular topic or specifically about the PPG without any need for commitment to join the group. It can be really useful to look at a subject that is on people's minds, e.g., struggling to get an appointment, telephone systems, PATCHS online booking etc.

The Involvement team at the ICB in Leeds have previously supported practices with these events. They have attended to talk about PPGs and deliver training to allow interested people to find out more and ask questions.

You don't need much to arrange one of these:

- Simple promotion – give yourself enough time to generate some interest, use some of the above methods to promote your meeting.
- Have refreshments available – drinks and a few 'biccies' go a long way.
- An open mind – people will be coming along with different ideas of what a PPG might be about, or what they want to talk about.
- Some ideas of what you might want to achieve or examples of feedback you have received from patients previously – could be a good exercise of what the PPG could be working on.

## Direct invites

You may have some regular or active patients in your practice who you think might be an asset to the PPG. You can approach them and ask them if they would be interested in being involved.

If staff at the practice are briefed on the PPG, they can also promote and recommend it to people.

## PPG Emails

The ICB in Leeds has worked closely with members of the PPG Network to bring email addresses to each PPG in Leeds. This means that each group now has a dedicated email address that can be used to conduct PPG related business.

Having a dedicated email address will ensure that:

- Patients at your practice know how to get in touch with the group, to join, or give feedback.
- Your PPG will have improved communication with other PPG members, the practice, other PPGs (they all have one too), the ICB in Leeds, and local organisations that may support your work.
- You will receive dedicated 'PPG updates' from the ICB in Leeds in the form of a regular newsletter giving you tips and opportunities to get involved.
- You can develop your group's 'online presence', if you choose to. This could include creating a social media presence for your PPG as well as signing up to relevant information and updates from across the country (such as the National Association for Patient Participation, NAPP).
- Your work is carried out confidentially and securely.

We are asking each PPG, with the support of their practice, to follow the steps in PPG Email Setup Guide to set up their PPG email address. We have chosen to use '@outlook.com' addresses as they provide simple and free access to an email account.

Your practice manager will have received the latest PPG Email Set Up guide at the beginning of 2024. Check-in with them to help get setup.

All active PPG email addresses can be found on the Leeds Health and Care Partnership website here: <https://www.healthandcareleeds.org/have-your-say/shape-the-future/ppg/ppg-emails/>

## Using your PPG email address

Having a PPG email address provides you with the options to do a range of PPG activities:

- Set up practice / PPG specific social media accounts.
- Create a mailing list of interested patients to send them opportunities to share feedback and get involved / support the group.
- Easily manage and contact PPG members.
- Develop a newsletter and send out regular updates.
- Have a point of contact for people who want to share feedback or get in touch.



**4.**

# Meeting as a PPG

# Meeting as a PPG

Every PPG is different and depending on who you have on your group will determine what the best way to work is. There is no set way of running a group. However, there are some things we recommend every group does to help the groups run effectively. Always make sure you have the agreement of the group before doing anything.

## The first meeting

The first meeting is about agreeing mutual aims and goals for the group. The meeting itself shouldn't be too long; it should be to the point and confirm the purpose of the group.

The meeting should have a clear agenda and should set out the main points of discussion – this will likely be set by the practice staff or PPG Chair, if you have one. An example 'First Meeting Agenda' can be found in the Appendix.

At the start of your meeting you should begin by asking who is happy to make notes and take actions from the meeting. These notes and actions will then need to be shared when they are written up. The practice staff may be able to support PPG members if they are not sure or need help.

At the first meeting, a copy of the following documents should be given to each attendee for review, discussion and to make any revisions; before they are accepted by the group. (It might be helpful to share these documents ahead of time so people can come prepared with questions):

- What is a Patient Participation Group?
- PPG Induction Pack
- Draft Ground Rules
- Draft Terms of Reference
- Confidentiality Agreement

All the above documents can be found in template form in the Appendix section.

At the end of the meeting, you should visit the Next Steps section. This is an opportunity to confirm that representatives will return to the group (and discuss if there are concerns) and give their commitment going forward.

You should have the date of the next meeting already booked and confirmed, or at least the week commencing, so that people know when the next one is (you may decide on the frequency of meetings in this meeting but it's helpful to have your next meeting booked in).

Best practice is to have your meetings for the year booked in, once you've decided frequency as a group (additional meetings can always be arranged if needed).

## The second meeting

Your second meeting will need to address some of the more administrative and organisational matters for your group. Below are some of the things to consider and agree upon as a group, as well as some of the common roles in a PPG (these aren't set, and you can have additional / fewer roles as needed for your group).

This section may seem a bit daunting. In practice, it's much more straightforward than it looks. The below can help keep you focused on what needs to be done - and leave space for members to get satisfaction and enjoyment from their PPG membership.

## Roles

- **Chair** - This person will manage the meeting and ensure that all members are involved in the group. They should delegate actions, in agreement with the group, and ensure that the meeting runs effectively and to the agenda. This person would ideally be a patient member but can be a member of the practice staff. We have some 'top tips for chairing' on page 23. A Chair is a 'must have' role.
- **Secretary** - This person will take minutes and note any actions and ensure they get added to the practice website (they don't have to do that part themselves, just make sure they're forwarded to the right person).

The role could be carried out by a member of the practice or a patient member. Any discussions, decisions, attendees, and apologies should be noted, and the notes should be brief but informative as well as plain English and easy to read and understand (so anyone viewing them not in the group can understand what was discussed).

You don't have to have an official secretary, but notes must be taken. This role doesn't need to belong to one person and could rotate between different members at each meeting.

- **Treasurer** - This is not an essential role, and many groups don't have a treasurer. However, if you want to do any fundraising for the group, or charity fundraising you will need someone to manage budgets and finance on behalf of the group. Some practices donate money to their PPG to enable them to work on different projects\*. The managing of finances could be managed by the practice if PPG members do not feel comfortable doing so.

\*Please note that there is not a specific budget allocated for PPGs, practices are paid as part of their contract to have PPGs and need to financially support them so they can carry out their business.

- **Point of Contact** - You will need someone to be your point of contact for the group and manage the PPG email account; for answering general queries or contacting members of the group between meetings. This is quite often the Chair / Secretary but can also be the PPG lead from the staff in the practice, or another member of the group.
- **Project leads** - As your group develops and begins to work on different things, it is advised that people take a lead for them rather than one or two people trying to manage everything. These project leads can then work independently and meet separately to the PPG meetings to take forward these projects and report back in your PPG meetings.

Group members might take the lead on:

- Updating the noticeboards in the reception area.
- Recruitment to the PPG, virtual PPG, or to a 'volunteer pool' of people who want to help.
- Completing surveys with patients and gathering / reviewing feedback.
- Leading on a specific project such as setting up a 'Green Gym' allotment or supporting the practice with flu jab clinics.

## How the group works

It is up to those in the group to decide the best ways of working together. Some groups are formal and take advantage of being a formal 'committee' which includes quoracy, memorandums of understanding, and voting. Other groups may decide they do not need these formalities, or do not like to work in this way. You can decide what you need as a group. We have listed some essentials alongside some of the other items for consideration:

### Essential

- **Purpose and objectives** – following ideas generated during your first meeting, it should be possible to start to form a purpose and direction for the group. These can be reviewed and prioritised, then developed into objectives and a work plan (see the Appendix for an action plan template).
- **Terms of Reference (TOR)** – these should be outlined by the group and then mutually agreed. The Appendix includes a template you can use.
- **Frequency of meetings** – decide as a group how often you would like to meet. This may change depending on need, but it should be four meetings a year minimum (quarterly).
- **The 'where' and 'when' of the meetings** – you'll need to decide the best time and days to meet. You should try alternating the days and timings of meetings to allow different people to attend. Consider work, childcare and other commitments. It isn't possible to get a date and time suitable for everyone (this is why a virtual group and other mechanisms to feed in are so important).
- **Future meetings** – you should book in the dates of the meetings for at least the current year. Some groups have a couple years of meetings booked in to help with their planning.

### Things to consider

- **Quoracy** – some groups work on a 'minimum number' of people for a meeting to take place. For example, a group with a quoracy of six have agreed that if only four people are available for a PPG meeting then the meeting will not take place. This allows the group to ensure that discussions that take place are balanced and include a range of people.
- **Voting** – in addition to quoracy, the group can decide on the minimum number of people needed to agree a decision.
- **Quality indicator checklist** – the ICB in Leeds has worked with PPGs and practices across the city to put together a checklist to help develop your group and track your progress. It has some great ideas for things to work on and how to get involved. You should review your group's progress once a year and this document can help you achieve that. You can find this in the Appendix.
- **Size of group** – decide how big you think the group should be. You might want to have no more than a certain number of members to keep the group manageable. However, a larger group allows for the group to continue its work in case some people are unable to attend all the meetings. As noted previously, you may want to have a core 'committee' and an unlimited number of 'volunteers' who help support the work of the PPG. Groups bigger than 15 are not recommended.

- **Sub-Groups** - We recommend having 'sub-groups' for members who are working on particular projects. These groups can then meet separately and update the main group at meetings. You could also have 'non-PPG members' on your sub-groups if they're only interested, or only have time, for that particular area of work.
- **Skills mapping** – knowing where people's strengths lie can be vital in helping your group to be effective. So take a bit of time to find out who can do what in your group. You might have someone who is well-versed in using computers, or someone who has a lot of connections in the area which would be great for networking.

## Sharing the Work

For a PPG to be successful, at least a couple of members need to be committed, however it is important that all the work is not left to one person. It would be useful to consider:

- Establishing roles and responsibilities and review these regularly.
- Supporting members so they can develop their skills to play a more active role.
- Sharing the work evenly, e.g., taking turns to take the minutes.
- Don't rely on the practice staff to do everything.

## Avoiding Failure

Some of the main reasons why PPGs aren't as successful are:

- Lack of commitment / members.
- Poor planning, and lack of focus.
- Too few people doing all the work.
- Poor working relationship between the practice and group members.
- Lack of ground rules and terms of reference (group purpose).
- Members dominating meetings / conversations.
- People using the group as a complaints forum.
- Members only representing themselves / personal agendas, and not thinking about all patients registered with the practice.
- Practices using PPGs as a place to give updates but not engaging with the group to develop services.

# 5. Chairing

# Chairing

Having an effective chair will help your group flourish. We have pulled together some things we'd expect from chairs by working with the Chair at Leigh View Medical Practice.

## Expectations for being a Chair

A chair needs to:

- Be able to present and take a balanced and informed position.
- Have a commitment to the PPG, and to want to develop and to achieve a high level of performance both individually and as a PPG member.
- Understand and appreciate the diversity of PPG members and their abilities whilst striving to be representative of the diversity of the patient population.
- Know your members strengths and weaknesses, what are their skills, attributes, what time can they give to the PPG?
- Listen and be non-judgemental of others' views and opinions.
- Be well versed in your groups' ground rules and terms of reference and reinforce them when needed.
- Understand the structure and management of your practice.
- Have knowledge and understanding of staff roles.
- Build a professional relationship with the Practice Manager / PPG lead at the practice, and with all staff members.
- Work with the Practice to have an effective PPG. This is vital!
- Contribute to critical discussions which build towards a consensus view.
- Raise concerns with the appropriate people at the right time.
- Logically solve problems, working together with the practice and PPG
- Build on ideas raised by other members.
- Influence members in a way that results in a shared agreement and acceptance of progress and decisions made.
- Delegate and show members they are all part of a team, involving everyone.
- Communicate both orally and in writing.
- Share the responsibility. Do not do everything yourself and remember you are part of a team.
- Remember you are a volunteer working within a professional organisation and need to recognise and respect this, whatever your own professional background is / was.
- Have a sense of humour and enjoy what you are doing!
- You should lead by example, be balanced and work collaboratively with the practice staff.

## Top Tips for Chairing a Meeting

To chair a successful meeting, you should:

- Start on time
- Agree a finish time for the meeting and adhere to it.
- Make sure the agenda has been sent to all members in advance of the meeting.
- Allow people who are not able to attend (and members of your virtual PPG) to submit feedback or respond to agenda items.
- Always follow the agenda.
- Ensure all action points from previous minutes are responded to.
- Put an estimated duration time for each agenda item (though allow time for useful discussions to continue as needed).
- Do not allow discussions to stray from the agenda items, keep control. Remember why you are there and what your purpose is.
- Summarise each discussion point for the minute taker, with clear decisions and action points.
- Encourage everyone to participate. If someone is quiet, ask them directly. Equally, ensure that certain members don't dominate the conversations.
- Be fair, but firm.
- Listen to other members who have new suggestions and ideas, giving encouragement and thanking them for their contributions.
- Do not let your voice be the only one heard. You can share your opinions on a matter, but you need to ensure you're facilitating the discussion.
- Lead by example.
- Remember you are part of a team.
- Be sure to explain acronyms or concepts. You might need to revisit these terms in between meetings to ensure that members are properly informed.
- Be a champion of a good working relationship with the practice, remember what the practice does and the context for situations and discussions (this can be helpful if someone seems upset or frustrated about a situation).
- Remember what is in your remit as a group, you are not a complaints forum, you're there to help the practice consider the patient voice in developing the services offered by the practice.



6.

# Communication

# Communication

A PPG meeting will be most effective if there is a regular attendance from patient and staff representatives. It ensures that consistent and up to date messages are shared and there is a greater clarity over how much influence the group has on outcomes.

## Chair and Practice Manager (or Practice Lead)

We recommend that the PPG Chair and the Practice Manager have one-to-one meetings in addition to the PPG meeting to add to the insight of the group. Having regular contact and catch ups with one another allows you to ensure that plans and decisions are being implemented and to discuss other ideas.

It is also recommended you have communications via email or on the phone. It is important to remember that the practice will be very busy and that practice staff are not always able to respond to non-urgent emails quickly. It is worth establishing at the outset what is the best way of communicating with the practice lead, but remember to have patience too!

## Feedback

PPGs should regularly feedback to patients and practice staff. This will ensure that everyone is kept in the loop with developments and ensure a transparent working environment. It also raises the profile and the good work the PPG is doing. This will encourage more people to engage with the PPG in the future.

All minutes and actions must be available to view on the practice website and be easy to find, and easy to read in line with accessibility standards.

You might consider:

- Email newsletters or a printed newsletter available in the practice and local organisations.
- Community or parish publications.
- Open sessions where PPG members are available to answer queries (with support from practice staff as needed), and provides updates and feedback.
- Social media.
- PPG noticeboards.

## Stay in Touch, Stay Informed

There is a lot of support and opportunities for PPGs to get involved with. The best way to stay up to date with these is by signing up to the Involving You Network, a public involvement network for the Leeds Health and Care Partnership. You'll get a monthly newsletter alongside updates related specifically to PPGs.

Sign up here: <https://www.healthandcareleeds.org/have-your-say/shape-the-future/join-our-network/>

# 7.

# Troubleshooting

# Troubleshooting

There is the possibility of problems and challenges arising within any PPG, but these can all be overcome if handled in the right way.

## Reminder

- The aim of the PPG is improving the experience of the practice's patient population. All members are working towards the same goal.
- Your group should aim to be representative of the local patient population. It is possible that the group may appear to be an 'exclusive club'.
- The purpose of the group is not for patients to receive superior service or 'perks' from the practice.
- Patients should not be under any impression that by joining a PPG, they have an opportunity to air personal complaints, or to champion a personal agenda.
- Practice staff may feel that they will spend too much time dealing with individual queries, rather than developing service improvements.
- It may take some time for both the practice and the patients to find a sense of group identity and a sense of purpose and direction.
- PPG members are working with the wider practice, it is not a 'them and us' situation, neither the practice nor the PPG are at odds with one another.
- The group should be meaningful and proactive, it is not a talking shop, and it shouldn't be about complaining, or getting updates.

The setting up and development of the group is an ongoing task which will take time, effort, and commitment on an ongoing basis. Things won't happen overnight!

## Overcoming difficulties

- There is a possibility that one or two individuals may dominate the conversations. Groups should be comfortable to refer to the ground rules. The Chair should also take control of the meeting to ensure conversations remain on topic and stick to the agenda and move the conversation on if needed.
- Be sure to have a good balance of patients and staff involved in the group (they don't all have to be at every meeting).
- Make sure everyone has the chance to be involved and have some input. Delegate tasks out to willing members.
- Ensure you have a good communication system that everyone is involved in (for example, you might set up a WhatsApp chat for group members if you are all happy to do so).
- Make sure patients have enough information and that things are clearly explained.
- Recognise differences in perceptions – aim to present the facts and balance different views.
- If a member of the PPG is being disruptive to the progress of the group, and it cannot be resolved, you can remove them from the group.

**8.**

# **Working within the Community**

# Working within our Community

PPGs work to improve the experience of patients at their practice. They can be an important part of their local community.

Working with organisations that are part of the wider health and social care system is an important part of their work.

The King's Fund (<https://www.kingsfund.org.uk/>) state that: "Practices will need to work with their patient participation groups and the wider local community if they are going to address the needs of their local population."

In establishing your PPG, you need to be thinking about the below as places to concentrate how you work, and what you will be involved with.

## Primary Care Networks (PCNs)

PCNs are groups of GP practices that sit together in an area of the city (like Beeston, or Wetherby). They are usually a small number of practices (between three and nine) and usually represent 30,000-50,000 patients (though some are bigger).

There are currently 19 PCN areas in Leeds and their aim is to work together to improve patients' access to primary care services. This includes sharing resources and staff, providing appointments at evenings and weekends, and working together to address and reduce health inequalities in the area.

PCNs are beginning to develop 'locality PPGs' or 'PCN PPGs', which will work in the same way as your PPG, but each practice in a PCN will have at least one PPG member attend a PCN PPG.

## Setting up a PCN PPG:

- Find out which practices are in your PCN: <https://www.leedsgpconfederation.org.uk/about-us/our-practices/>
- Make contact with the Chairs and PPG representatives at each practice (you might want to check in and have a general chat about your PPGs) and share emails / ways to communicate (don't forget to visit and bookmark the PPG email address page: <https://www.healthandcareleeds.org/have-your-say/shape-the-future/ppg/ppg-emails/contact-list/>)
- Discuss what you are doing with the practice manager and / or practice representative.
- Agree a place to meet for an initial meeting – usually meet at one of the practices, if you can host. You can take turns.
- Discuss with your PPG members and see if any members are interested in attending the meeting and if there are issues / ideas they would like to discuss.
- Follow the same guidance for setting up PPG meetings and apply it to the PCN PPG,

### Top tip:

When you're trying to address a problem or start a new project in your individual PPG, think about whether this might work on a wider footprint; will other practices in the area be facing the same problem (or have they already solved it?). It's important to have communication with neighbouring practices so you can help each other out. There's no point in reinventing the wheel!

just remember that you're thinking about the whole locality (area).

- Provide feedback and updates to your PPG following the PCN PPG meeting and have it as a regular agenda item going forward.

There are some PCNs in Leeds that have already set up PCN PPGs (for example, LS25 / LS26 and West Leeds PCNs), it may be worth getting in touch with them to see how they are doing with their PCN work.

### Reminder:

PCN PPGs do not replace individual practice PPGs, you still need them to represent local populations and are still a contractual requirement.

## Local Care Partnerships (LCPs)

Local Care Partnerships (LCPs) is the term used in Leeds to describe the model of joined-up working to deliver local care for local people, working in, and with, local communities.

Local Care Partnerships build on a strong history of Leeds City Council, NHS and third sector (community / voluntary organisations) staff working together.

There are 15 LCPs covering Leeds. Recognising the diversity of the city, they are tailored to local need and the features of particular communities.

LCPs work in the same way as PCNs – a range of people working together, regardless of the employing organisation, to deliver joined-up collaborative care that meets the needs of the identified population. The only difference is that it isn't just GP practices in the LCP.

Each Local Care Partnership includes statutory organisations (such as your GP practice), third sector (community groups / charities) and elected members, alongside local people, to develop services that support people to self-care and thrive using their individual and community assets.

The Local Care Partnerships model is strongly rooted in our Leeds Health and Wellbeing Strategy (view here: <https://www.leeds.gov.uk/plans-and-strategies/health-and-wellbeing-strategy>), embedding our vision that Leeds will be a healthy and caring city for all ages, where people who are the poorest improve their health the fastest.

Once established, your PPG should seek to make connections with local organisations that could work alongside your practice and support the PPG work (and vice versa). You can find information on local activities and organisations at Leeds Directory: <https://www.leedsdirectory.org/in-your-community>

9.

# What can a PPG achieve?



# What can a PPG achieve?

We've been told by PPGs before that one of the biggest barriers to making a PPG work is knowing what they can do, and what their remit is.

One of the best ways of exploring this is to share some suggestions and examples from around the city where PPGs are already doing great work.

## Find out what patients think

Support in the collection of feedback from patients using the service. You could do this by:

- Use the 'Experience of my GP practice' survey to encourage patients to give their feedback after every appointment. A report will be produced yearly, but you can request the feedback for your practice by emailing adam.stewart1@nhs.net. You can find the guidance on the PPG page (<https://www.healthandcareleeds.org/have-your-say/shape-the-future/ppg/>). You can find the survey here: <http://tinyurl.com/leedsGPexp>
- Promoting the Friends and Family Test and encouraging patients to give their feedback.
- Supporting patients to give feedback on the Care Opinion website: <https://www.careopinion.org.uk/> Care Opinion is a website that allows patients to tell their story (anonymously) of accessing healthcare services and the practice can respond to the story, creating a conversation and accountability for how the service will use the learning to make improvements.
- Set up a regular feedback group that you can promote to encourage patients to come along and share their experiences.
- Supporting the practice to get feedback from patients using the annual GP Survey (both by promoting the survey, and by sitting in reception, meeting patients, and getting their feedback). You can also use the previous year's results to start developing an action plan: <https://www.gp-patient.co.uk/>
- Having a suggestions / comments box set up in reception.
- Ensuring that key themes from feedback collected is discussed in PPG meetings.
- Providing some feedback when the PPG has actioned or taken forward highlighted key themes; what is being done? Show off your "You Said, We Did" success!
- Use the anonymous feedback spreadsheet to capture comments you receive or see (from social media, phone calls, word of mouth etc.), find the spreadsheet here: <https://www.healthandcareleeds.org/have-your-say/shape-the-future/ppg/resources/>

### Remember:

it isn't the PPG's job to handle individual complaints or personal issues. There is an established complaints procedure for handling these and the PPG should be directing people to these methods as needed. However, do pay attention to what is being said; if a lot of people are experiencing the same thing, then it maybe something that can be discussed in your group.

You can use this feedback to highlight themes and potential objectives or actions for your group.

## Help the practice make decisions about changes to services

The PPG should be informed of, and involved in, planned changes to the way the practice provides services. The practice should give you an outline of the change, why it's happening and the potential benefits and risks / challenges of the change. It is your role as a PPG to feel assured that the practice has considered the potential impact of these changes on different patient groups (such as people with disabilities or from diverse ethnic communities) and what they will be doing to support those groups if they are affected by a change. Some examples could include:

- A branch closure or practice merger.
- A new service being delivered.
- A reduction in services.
- A change in the way a service is delivered (change of appointment system).

This is part of a practice's contractual requirement to involve affected patients in decision making on behalf of the ICB in Leeds, as part of their legal duty to involve patients affected by proposed service changes. What this looks like in practice varies between different situations, the important things to consider are:

- What do we already know (what existing feedback have we got from people about this change / subject)? If we don't have any insight, we need to get it, otherwise how do we know this change is based in what people want / need?
- Is the involvement suggested proportionate to what is changing (do we need to survey 10,000 patients if it only affects 200 people)?
- What is the nature of the change, is it a positive change or something that doesn't affect how people access services? It might be that information giving (such as a post on the practice website) might be enough.

For some changes, such as a branch closure or merger, it is important that the practice gives people clear information, and the opportunity for them to give some feedback on the proposed change. Therefore, a practice needs to have an adequate timeframe in order to do this effectively. This is part of a practice's legal duty to involve affected patients in decision making. What this looks like in practice varies between different situations. **The practice should come to the PPG before any major progress / decision is made!**

The ICB in Leeds have created a range of templates and guidance to help practices when they want to carry out some involvement work. We strongly recommend using these resources: <https://www.healthandcareleeds.org/have-your-say/shape-the-future/involvement-support/>

If you need any advice / guidance around involvement, please contact the Insight, Communications and Involvement team at the ICB in Leeds [wycb-leeds.commsinvolve@nhs.net](mailto:wycb-leeds.commsinvolve@nhs.net)

## Arrange activity days / social activities

A lot of PPGs provide important socialising opportunities for patients. This can be from being involved in the group itself to projects or ideas that mean people feel less isolated and more connected with the local community. Some examples of this include:

- **Health Promotion / Awareness Days** – practices have used what they have learned about their population area to host promotion days. For example, a Diabetes Awareness

Day, where patients can come along to find out more about diabetes, meet with clinicians, get tested if they're at risk and learn lifestyle tips. The group might put on some activities or education sessions such as food prep, or smoothie making. Some practices have done these regularly, focusing on different groups and reaching out to different demographics of patients.

- **Social events / exercise groups** – some groups have set up regular activities for patients including 'Chairobics', Yoga, Tai-Chi, walking groups, coffee mornings, and book clubs. These groups allow patients to get more involved and be more active. They can be supported by local charities / organisations, funding from the practice, or PPG funding opportunities (if available), and local residents (you can charge for these if it's needed to keep them running and people are happy to pay).

## Supporting local and national campaigns

There are a number of things that PPGs can do to support local NHS and council campaigns as well as nationwide initiatives. These campaigns and initiatives can include 'raising awareness campaigns' or signing people up to new ways of accessing health services. PPGs can be information tools as well as a way to get people involved.

For example:

- **Did Not Attend (DNAs)** – reminder campaign about encouraging people to cancel their appointment if they don't need it anymore.
- **Using the right services at the right time** – encouraging people to use NHS 111 and local pharmacies as their first port of call when needing healthcare advice. Both services will direct to the appropriate service as needed.
- **Raise awareness of changes to primary care services** – helping people understand changes helps them get the most out of the new way a service is working. For example, you could let people know about the reception team being trained as 'care navigators' to help people see the most appropriate clinician when they call for an appointment, why this change has come about and how it helps patients and the practice.
- **Promoting local campaigns** – the ICB in Leeds has plenty of opportunities to get PPGs involved in supporting local efforts such as the Seriously Resistant campaign (appropriate antibiotics use), Big Thank You campaign and Looking Out for Your Neighbours.
- **Sign up to NHS Online / NHS App and using digital services** – for patients and members of the public who can use the internet and smartphones, we're encouraging people to sign up to use NHS Online and the NHS App. These can be used to book appointments and order prescriptions online, which can reduce the workload for the practice staff, whose time can then be dedicated to other things. Groups could also, for example, raise awareness and support the practice with the rollout of online and telephone consultations.
- **Raise awareness of new services, such as PATCHS / telephone systems** – being a friendly face in reception to help people sign-up for or understand a new system can be really helpful. You can help make sure the messaging is clear and easy to understand.
- **Support practice clinics / campaigns, such as flu / vaccination clinics** – some practices in Leeds are supported in delivering their flu / vaccination clinics by their PPGs. PPG members help manage the flow of patients both in reception or in the car park, directing them to the right place, leaving the staff to focus on the clinical elements of

the work (such as giving out the vaccinations). PPG members have also helped practices in these clinics to update communication preferences with patients, increase sign-up to the PPG and promote other activities / opportunities with patients.

The ICB in Leeds has materials and resources you can access to help you support some of this work. Find out more by calling 0113 221 7777 or emailing [wycib-leeds.commsinvolve@nhs.net](mailto:wycib-leeds.commsinvolve@nhs.net)

## Support engagements and consultations

The Leeds office of the NHS West Yorkshire Integrated Care Board has a legal duty to involve the public when changes to services are made. This is about making sure that people have the chance to have their say and be a part of the decision-making process.

We have many mechanisms in place to help us achieve this, and PPGs are one of them. PPGs can help make sure that your local area is included in these discussions and that people in your area have their say.

To support these engagements, you can:

- Make sure that paper surveys and posters are displayed in your practice.
- Sit in the practice reception area and hand out surveys, or help people complete the surveys (on paper or digitally using a phone / tablet).
- Take surveys and posters to local organisations and businesses to promote the opportunity to give feedback.
- Share the opportunity and links to surveys etc. on social media platforms and with families and friends.
- Host a drop-in / focus group (the ICB in Leeds can support you with this) and promote it with relevant patients.
- Share with the parish / town councils.
- Promote it in your newsletter (if you have one).
- Make sure the staff have had their say as well.

All NHS ICB in Leeds engagements and consultation can be found online: <https://www.healthandcareleeds.org/have-your-say/shape-the-future/engagements-consultations/>

You might also want to visit the West Yorkshire Health and Care Partnership's website for involvement opportunities:

<https://www.wypartnership.co.uk/engagement-and-consultation>

But the best way to stay up to date and informed is by joining our patient network: <https://www.healthandcareleeds.org/have-your-say/shape-the-future/join-our-network/>

You can also join West Yorkshire Voice, a county wide involvement network that will share opportunities to get involved: <https://www.wypartnership.co.uk/get-involved/west-yorkshire-voice>

## Case Study:

Your practice is going to host a Health Awareness Day focussed on raising awareness about the management of diabetes. It has been identified as a health subject that needs additional focus and there are a sizable number of patients from diverse ethnic communities who have a high prevalence of diabetes in your area.

It will be a chance for patients to come along to the surgery, meet with staff, chat about managing their condition, raise any concerns they might have, get involved in a few activities and take away useful information. The practice manager has brought this as an agenda item to your PPG meeting.

### Here are some of the areas you might want to explore in your meeting:

- Why does the practice want to host this event? Will there be other work to support other patients with different health conditions / needs?
- How is the event being promoted?
- Is it just in the surgery?
- Have patients with known diabetes been contacted by the practice?
- Are the day / times the best to get a good attendance at the event (is it during working hours, at the weekend, in an evening)?
- Are the materials in plain English? Is there going to be an easy read version for any patients with a learning disability?
- Will the materials be accessible to people from diverse ethnic communities we might be targeting, is there a need to have them translated into appropriate alternative languages?
- Does a translator need to be in attendance?
- Do we have any deaf / hard of hearing patients with diabetes? Can they read English, or do they need a British Sign Language (BSL) interpreter?
- Are there any other sensory impairments that need to be considered?
- How are we going to engage with people and share this information / opportunity with people who are less mobile or are physically unable to get to the practice on the day of the event?
- Have carers been contacted or encouraged to get involved?
- Are we providing any information or activity / support to highlight the support for carers?
- Do we have any autistic patients or people with a learning disability with diabetes? Will this event be appropriate for them, can we involve them in a different way?
- Do you have a virtual PPG that this can be shared with for feedback?

### Remember:

you're not expected to know lots about different communities as PPG members, but PPG members would be expected to ask questions about these different areas to ensure the practice is considering them.

PPGs should also learn from the work they and the practice does. If patients tell you something is an issue or has been found to be a barrier, then it is worth exploring it with the practice and the group. No activity will be perfect, and that's okay, so long as you learn.

# 10. Appendices

# Appendices

We have worked hard with practices and PPGs across Leeds to develop helpful tools and resources for you to use in your own groups.

You can edit these how you wish and decide how you want to use them. A lot of these are good starting points, but as discussed in this toolkit, you might need to change the content to meet the needs of your group.

Each of the documents listed in the Appendix are available as editable documents on the Leeds Health and Care Partnership website, i.e., Word versions of the files:

<https://www.healthandcareleeds.org/have-your-say/shape-the-future/ppg/resources/>

Appendix A	PPG Promotion Poster template	1 page
Appendix B	Terms of Reference (TOR) template	2 pages
Appendix C	Ground Rules template	1 page
Appendix D	Agenda template	1 page
Appendix E	First Meeting Agenda template	1 page
Appendix F	Data protection agreement template	1 page
Appendix G	Sign-in sheet	1 page
Appendix H	Code of Conduct template	2 pages
Appendix I	Quality Indicator Checklist	8 pages
Appendix J	Action Plan Template	1 page (A3)
Appendix K	Anonymous feedback form template	1 page (A3)
Appendix L	Induction Pack template	2 pages
Appendix M	Glossary of Terms	3 pages
Appendix N	What is a Patient Participation Group?	3 pages



INSERT YOUR PRACTICE LOGO HERE

Would you like to help  
improve your GP practice  
services?



## Have you ever thought about joining our Patient Participation Group (PPG)?

A PPG is a group made up of volunteer patients and members of practice staff who work together to improve the experience of patients using the practice.

To find out more, please contact **XXXXXX XXXXX** the Practice Manager on 0113 **XXX XXXX** or email us on **XXXX.XX@nhs.net** or speak to a receptionist.



INSERT YOUR PRACTICE LOGO HERE

# Patient Participation Group (PPG)

## Terms of Reference

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### 1. Purpose

The **XXXX** Patient Participation Group (PPG) exists to ensure that:

**'The practice and its patients have the opportunity to work together to improve local services'**

### 2. Membership

The structure of the PPG will include:

- Chair – Practice staff or patient member
- A PPG lead from the practice and a member of the wider staff team
- Patients registered with the practice
- Others may attend for specific agenda items

### 3. Quoracy

**XX** members are required for the group to run.

### 4. Frequency and timing of Meetings

Meetings will take place on a **XXXX** basis (or as necessary)

### 5. Administrative Support

The PPG will be supported in its work by a member of the admin team who will:

- Prepare meeting agendas and ensure the agenda together with any supporting documents / information received by members at least five working days before a meeting.
- Prepare draft minutes for the Chair's approval within seven working days and issue approved minutes within 14 working days of a meeting.
- Add all documents to the practice website within 14 days of the meeting.

## 6. Functions and remit

- To work with the practice to understand the needs of the wider community
- To champion the views of the wider community by encouraging the practice to respond to patient feedback
- To contribute to the continuous long term improvement in quality of patient care and patient experience
- To promote health and wellbeing for everyone in the local community
- To act as a critical friend to the practice
- The group will also:
  - provide a safe space for members to discuss any challenges they may face when championing the patient voice
  - provide a forum for members to share information and ideas
  - develop an understanding of the constraints and challenges within primary care
  - provide inspiration and encouragement between members
  - improve the confidence and self-esteem of PPG members

## 7. Patient members role

PPG members are encouraged to:

- Familiarise themselves with the ground rules and terms of reference for the group
- Acknowledge diversity and consider the needs of the wider community
- Be objective, have a balanced approach, and draw on and use their perspective as a member of the public to contribute to group debates and decisions
- Be committed to working collaboratively with the GP practice, other practices in the Primary Care Network (PCN) and wider organisations and business in the locality
- Access training and peer support where required
- Join the Leeds involvement Network to receive updates and opportunities for the PPG

INSERT YOUR PRACTICE LOGO HERE

# Patient Participation Group (PPG)

## Ground rules

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- 1. Respect -**  
other people's thoughts, ideas, and suggestions (even if you don't agree with them).
- 2. It's not a grumbling shop -**  
focus needs to be on improvement, not complaints. Remember the purpose of the group and why we're here!
- 3. Take responsibility -**  
we need to work together, let's share the workload!
- 4. Confidentiality -**  
we will tell you if something is confidential and we ask you not to share this information with anyone outside of the meeting.
- 5. Avoid personal references -**  
as patient champions we think about the needs of the wider public.
- 6. Avoid assumptions -**  
base discussion on evidence and good practice.
- 7. Listen -**  
listen actively and attentively. Avoid interruptions.
- 8. Challenge -**  
critique ideas, not people.
- 9. Find solutions -**  
build on one another's comments; work toward shared understanding.
- 10. Do not monopolize discussion -**  
give others a chance to speak.
- 11. Mobile phones -**  
please switch them off or turn them to silent!

INSERT YOUR PRACTICE LOGO HERE

# (Practice Name)

## PPG Meeting, Meeting 7

Monday 17 February 2020, 1:30pm – 3:00pm

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### Agenda

- 1:15pm – 1:30pm:** Arrival and drinks
- 1:30pm – 1:35pm:** Welcome, introductions and ground rules.
- 1:35pm – 2:00pm:** Updates:
- Update from Practice Manager
  - Update on project work
  - Update from PPG Network meetings
  - Updates on action plan/quality indicator checklist
- 2:00pm – 2:30pm:** Supporting the Maternity and Neonatal Consultation (Guest speaker, Adam Stewart, NHS ICB in Leeds)
- 2:30pm – 2:45pm:** Supporting this year's flu clinics (Practice Manager and Chair)
- 2:45pm – 3:00pm:** Actions, Next Steps and AOB
- Date of next meeting:** Thursday 28 May 2020, 4pm – 6pm

INSERT YOUR PRACTICE LOGO HERE

# (Practice Name)

## PPG Meeting, Meeting 1

Monday 17 February 2020, 1:30pm – 3:00pm

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### Agenda

- 1:15pm – 1:30pm:** Arrival and drinks
- 1:30pm – 1:35pm:** Welcome, introductions.
- 1:35pm – 2:00pm:** What is a PPG?:
- 2:00pm – 2:30pm:** Reviewing and agreeing PPG documents:
- PPG Ground Rules
  - Terms of Reference
  - Code of Conduct
- 2:30pm – 2:45pm:** Overview of current status of practice, themes, feedback (Practice Manager)
- 2:45pm – 3:00pm:** Actions, Next Steps and AOB
- What do we want to focus on as a group?
  - Is there anything we can be doing until the next meeting?
- Date of next meeting:** Thursday 28 May 2020, 4pm – 6pm

INSERT YOUR PRACTICE LOGO HERE

# Patient Participation Group (PPG)

## Data protection agreement

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We ask all PPG members to agree to this data protection agreement.

Please only provide the information you are comfortable in sharing.

To enable the efficient conduct of PPG business, we need members to allow sharing of their email address among the other members.

Data protection: By providing any contact details below you are agreeing that:

- You will be added to the PPG mailing list (if you are not already included) from which you can unsubscribe at any time. (Please note that unsubscribing from the email list will make you ineligible for PPG membership.)
- You can be contacted by the XXXXX Practice PPG members regarding PPG business.
- Your email address can be shared with fellow PPG members for the purpose of arranging group meetings, or sub-group collaboration meetings.

If you have any questions about data protection, please contact the involvement team, at the ICB in Leeds (email [vyicb-leeds.commsinvolve@nhs.net](mailto:vyicb-leeds.commsinvolve@nhs.net) or call 0113 221 7777).

Name: .....

Email address: .....

Preferred telephone number: .....

Signed: .....

Date: .....

Please return your signed form to the surgery reception or bring to the next PPG meeting.

INSERT YOUR PRACTICE LOGO HERE

# PPG Meeting

**Date:** XXX

**Data protection:** By providing any contact details below you are agreeing to be contacted by the XXXXX PPG regarding the Patient Participation Group (PPG). You will be added to a mailing list (if you are not already included) from which you can unsubscribe at any time. If you have any questions about data protection, please contact XXXXX XXXXXXXXX or call 0113 XXX XXXX. Please note that this sheet will be passed around the room for other attendees to sign. Please only provide the information you are comfortable in sharing.

Name	Email	Signature
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		

INSERT YOUR PRACTICE LOGO HERE

# Patient Participation Group (PPG)

## Code of conduct

---

To provide active and positive engagement between PPG members and NHS staff we have developed a code of conduct. This document provides guidance which sets out the standards of behaviour expected by PPG members and staff when attending meetings and events. PPG members should work in partnership with the practice to ensure that the views of registered patients are considered when decisions are made that impact on the practice population.

### Equality and diversity

The behaviour and attitudes of all group members should support inclusion, diversity, and equity for patients.

### Respect

All group members must treat each other and others they meet with respect and courtesy at all times. The Chair should ensure that all group members adhere to the ground rules of the group.

### Confidentiality

All group members must respect the status of confidential issues they read and discuss.

### Integrity

PPG members should be steered by patient insight and engagement. Their comments should reflect feedback from the wider public. PPG members can contribute using their personal knowledge, expertise, and experience to take the best decisions they can in the interests of the wider community. When carrying out your role as a PPG member you are a representative of the practice and should be respectful and appropriate in how you conduct yourself.

### Commitment

All group members are encouraged to devote sufficient time to preparing for and attending agreed meetings. Members should attend meetings on time and give apologies if they are unable to attend. PPG members are also expected to:

- Sign this code of conduct.
- Attend at least two PPG groups each year.
- Contact the practice manager or PPG Chair if they have any concerns about the work.
- Adhere to the ground rules and Terms of Reference for the group.
- Read any relevant documents ahead of discussion (when possible).



## No personal benefit

PPG members must not benefit from their position beyond what is allowed by the law and what is in the interests of the practice. PPG members should take decisions solely in terms of the value to patients and the public. They should not do so in order to gain financial or other material benefits for themselves, their family, or their friends.

## Conflicts of interest

PPG members should identify and promptly declare any actual, potential, or perceived conflicts affecting them. They must absent themselves from any discussion where there is any such conflict. Any conflicts of interest, and subsequent action taken should be recorded in the meeting notes.

## Openness and accountability

PPG members must be open, responsive, and accountable to each other, members of staff and other stakeholders about their decisions, actions, and work. PPG members should only ever undertake practice work with prior agreement and awareness of the practice staff.

## Removal from group

If a PPG member is felt to be too disruptive to the practice or work of the group, and it cannot be resolved, then that person may be asked to leave the group.

## Statement of acceptance

I have read and understood the above Code of Conduct for PPG members.

I agree to abide by the standards set in the code and understand that failure to follow these standards may result in my being asked to leave the group.

**Signed:** .....

**Name (please print):** .....

**Date:** .....


Please return to: Practice manager or PPG Chair.

INSERT YOUR PRACTICE LOGO HERE

# Patient Participation Group (PPG) 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 ICB in Leeds 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

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	<ul style="list-style-type: none"> <li>We have clear ground rules for the group.</li> <li>We have a designated chair for the group.</li> <li>The group's PPG email is setup.</li> <li>The group's regular meetings for the year are scheduled in.</li> </ul>	<ul style="list-style-type: none"> <li>We have a terms of reference.</li> <li>We have an up-to-date action plan.</li> <li>Our PPG members have a point of contact at the practice.</li> <li>Information is jargon-free.</li> <li>Our PPG members can contribute to the agenda.</li> </ul>	<ul style="list-style-type: none"> <li>Our PPG is chaired by a patient.</li> <li>Our PPG agenda is driven by patients.</li> <li>Our PPG members are clear about what they can and can't get involved in (confidentiality agreement).</li> <li>We have a role description for PPG members.</li> </ul>		




## Organisation and structure

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 ICB in Leeds	<ul style="list-style-type: none"> <li>Some of our PPG members are signed up to the Leeds 'Involving You' involvement network.</li> </ul>	<ul style="list-style-type: none"> <li>Most of our PPG members are on the network.</li> <li>We are made aware of other opportunities to get involved in other engagement opportunities (such as training / peer support).</li> </ul>	<ul style="list-style-type: none"> <li>We have PPG members who attend some of the regular PPG Network Support Group meetings.</li> </ul>		
There are different ways for patients to get involved in the PPG	<ul style="list-style-type: none"> <li>The PPG holds a regular face-to-face or virtual meeting.</li> </ul>	<ul style="list-style-type: none"> <li>PPG members are able to forward comments to meetings they can't attend.</li> <li>The PPG has discussed ways to make meetings more accessible (might include holding meetings at different times of the day).</li> </ul>	<ul style="list-style-type: none"> <li>Patients can join meetings using Zoom or Teams (hybrid).</li> <li>The PPG is held on different days of the week and at different times of the day.</li> </ul>		
There are opportunities to work with other local PPGs	<ul style="list-style-type: none"> <li>Our PPG meets, or is in contact with, other local PPGs.</li> </ul>	<ul style="list-style-type: none"> <li>We are involved in the 'PCN PPG' meetings in our Primary Care Network (PCN).</li> </ul>	<ul style="list-style-type: none"> <li>Our PPG works closely with other local PPGs.</li> <li>We have examples of how our PPG has worked with other PPGs.</li> </ul>		




## Membership

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	<ul style="list-style-type: none"> <li>• We have a regular PPG meeting.</li> <li>• The PPG is focused on improvement, for all of the practice population not just those present at the meeting.</li> </ul>	<ul style="list-style-type: none"> <li>• The PPG have ways to regularly hear feedback from patients (using surveys / comments box / feedback forms) to inform discussions.</li> </ul>	<ul style="list-style-type: none"> <li>• The PPG makes an effort to understand the needs of people from seldom heard communities.</li> </ul>		
Clinicians such as GPs and nurses attend our meetings	<ul style="list-style-type: none"> <li>• Clinicians occasionally attend PPG meetings.</li> </ul>	<ul style="list-style-type: none"> <li>• Clinicians regularly attend PPG meetings.</li> </ul>	<ul style="list-style-type: none"> <li>• Clinicians are always present at our meetings and take an active role.</li> </ul>		
Our practice actively recruits members to the PPG	<ul style="list-style-type: none"> <li>• We have a poster (or alternative) up in the waiting area about the PPG.</li> </ul>	<ul style="list-style-type: none"> <li>• We use our TV screen to promote the PPG.</li> <li>• Staff encourage people to sign up to the PPG.</li> <li>• We have a 'virtual PPG' (a mailing list we regularly contact about the PPG and getting involved) as well as our group meeting.</li> <li>• We have representatives from our branch practices on the group (where applicable).</li> </ul>	<ul style="list-style-type: none"> <li>• We use social media (such as Facebook) to promote the PPG.</li> <li>• We promote the PPG with local voluntary organisations, schools and colleges.</li> <li>• We have had more than 10 people join our mailing list in the last year.</li> <li>• Recruitment is regularly on our PPG meeting agenda.</li> </ul>		
Our practice makes it easier for people from seldom heard groups to get involved	<ul style="list-style-type: none"> <li>• The practice promotes the PPG in a variety of places.</li> </ul>	<ul style="list-style-type: none"> <li>• There are ways for people to contribute to the meeting virtually (such as providing agenda items by email)</li> <li>• The PPG members are aware of the Accessible Information Standards.</li> </ul>	<ul style="list-style-type: none"> <li>• The practice can make interpreters available at PPG meetings.</li> <li>• Literature for the group is available in alternative formats like 'easy read' and braille, if needed.</li> <li>• The practice has offered to hold meetings at different times to make them more accessible.</li> </ul>		

## Making a difference

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	<ul style="list-style-type: none"> <li>• Patients attend PPG meetings.</li> <li>• PPG members are aware of the 'Experience of my GP practice' survey and occasionally review the results in group meetings.</li> </ul>	<ul style="list-style-type: none"> <li>• PPG members are involved in carrying out surveys in the waiting room.</li> <li>• PPG members are involved in supporting the practice during CQC inspections, if required.</li> </ul>	<ul style="list-style-type: none"> <li>• PPG members or health champions are involved in developing and delivering peer support sessions (e.g., diabetes)</li> <li>• 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.</li> </ul>		
Our members champion the voice of the wider community	<ul style="list-style-type: none"> <li>• PPG members avoid sharing personal stories and focus on the needs of the wider community.</li> <li>• The agenda focuses on issues experienced by lots of people registered at the practice.</li> </ul>	<ul style="list-style-type: none"> <li>• The practice has shared information about who lives locally (practice profile)</li> <li>• The practice has shared the National GP survey results.</li> <li>• The practice shares anonymised complaints and compliments at meetings.</li> </ul>	<ul style="list-style-type: none"> <li>• The PPG members use the information about the wider community to champion the voice of a wide range of people.</li> <li>• PPG members have identified gaps in representation and have worked with the practice and local organisations to hear and champion these voices.</li> </ul>		
Our PPG members are involved in the practice newsletter	<ul style="list-style-type: none"> <li>• PPG members are not involved in developing a patient newsletter.</li> <li>• We don't have a practice newsletter.</li> </ul>	<ul style="list-style-type: none"> <li>• PPG members contribute ideas to the newsletter.</li> <li>• The newsletter is published every year.</li> </ul>	<ul style="list-style-type: none"> <li>• PPG members write articles for the patient newsletter.</li> <li>• Our newsletter is published several times a year.</li> <li>• The newsletter is available in alternative formats.</li> </ul>		

## Making a difference

Quality indicator	Bronze standard 	Bronze standard plus  Silver standard	Bronze and silver standard plus  Gold standard	Standard achieved	Examples / Comments / Areas to improve
Our practice communicates well with PPG members	<ul style="list-style-type: none"> <li>Meeting agendas and related documents are usually sent to PPG members at least one week before the meeting.</li> <li>The practice informs us of any news relevant to the PPG.</li> <li>Up-to-date minutes are available on the practice website.</li> </ul>	<ul style="list-style-type: none"> <li>Meeting agendas are always shared with PPG members at least a week before the meeting.</li> <li>PPG members are informed of the next meeting date in good time.</li> <li>We have meeting dates booked in for the current year.</li> <li>PPG members are given an update on engagement activities at the ICB in Leeds.</li> </ul>	<ul style="list-style-type: none"> <li>All PPG-related documents (Ground rules, terms of reference, action plan) are available on the practice website.</li> <li>The practice sends out a yearly text to inform patients about the PPG.</li> </ul>		
Our practice shows how they have listened to and acted on PPG feedback	<ul style="list-style-type: none"> <li>The minutes from our PPG reflect what has been said at the meeting and are available on the practice website.</li> </ul>	<ul style="list-style-type: none"> <li>We have an action plan that clearly outlines how the practice have acted on feedback from the PPG. It's also available on the practice website.</li> </ul>	<ul style="list-style-type: none"> <li>The action plan outlines why sometimes the practice cannot act on patient feedback.</li> <li>We have a 'You Said, We Did' section on the website and in the practice to demonstrate how the practice is responding to feedback.</li> </ul>		
PPG members report good involvement in the practice	<ul style="list-style-type: none"> <li>PPG members are satisfied with their involvement in the group.</li> <li>PPG members feel that they are listened to at the meetings.</li> <li>PPG members are consulted on relevant changes at the practice.</li> </ul>	<ul style="list-style-type: none"> <li>PPG members are happy with their involvement in the group.</li> <li>PPG members feel that the practice considers their thoughts and views.</li> <li>The PPG is involved at an early stage when changes are proposed.</li> </ul>	<ul style="list-style-type: none"> <li>PPG members feel valued by the practice and are very happy with the progress of the group.</li> <li>PPG members feel that their views are acted on.</li> <li>The practice can give examples of how they have made changes as a result of PPG feedback.</li> <li>PPG members are able to claim out-of-pocket expenses.</li> </ul>		

INSERT YOUR PRACTICE LOGO HERE

# Patient Participation Group (PPG) Action Plan

Date	What is the issue you have identified?	Where is the evidence?	What will you do about it?	What can't you do and why?	How will you know it has been successful?	How will it improve the experience of the wider community?	Who will lead the project?	Completion date	You said, we did
Jan 2024	A lack of privacy at the reception desk	A number of complaints have been received by the practice manager	<p>Create a privacy box on the floor by the reception desk.</p> <p>Put up a notice on the wall.</p> <p>Text all registered patients with a mobile number to make them aware of confidentiality</p>	Re-design the reception area due to lack of available funds	Reduction in complaints	It will improve confidentiality for all patients at the practice	Practice manager	April 2024	<p><b>You said</b> we need to improve privacy at our reception desk.</p> <p><b>We created</b> a privacy box on the floor, put up a poster and contacted patients by text to remind them of confidentiality.</p>

**INSERT YOUR PRACTICE LOGO HERE**

# Patient Participation Group (PPG)

## Anonymous feedback form template

Use this form to capture anonymous feedback to gain insight for the practice and review in PPG meetings. You can use this form to look for key themes in what your patients are telling you.

Date added to form (DD.MM.YYYY)	What is the theme of the feedback? (Try to keep it to one- or two-word themes, e.g. appointments / blood test. You can more than one theme)	What is the feedback? (Try to add the feedback word-for-word, copy and paste if online, or by email)	What is the 'sentiment' of the feedback? (Positive, negative, neutral)	Where did you get the feedback from? (Social media directly from a patient, through PPG email etc.)?	Have you received feedback about this theme before?	Can you do anything with this feedback? (For example, if it's positive, can you share with the relevant people?)
08.01.2024	AccuRX appointments booking system	I agree. It is so much easier to get an appointment now rather than sitting in a phone queue at 8am. I like the fact that they are triaged according to urgency too. I always felt reluctant to try and get a same day appointment for something that wasn't urgent in case someone else was really ill needed that appointment. Thank you to all the staff.	Positive	Facebook post	No	N/A



INSERT YOUR PRACTICE LOGO HERE

# (INSERT Practice Name) PPG

## Induction Information

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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 NHS Integrated Care Board (ICB) in Leeds is one of the local organisations which needs to better understand how healthcare in Leeds is working. ICBs have existed since July 2022, and they are clinically led statutory bodies responsible for the planning and paying for (commissioning) of health services. The ICB in Leeds 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 90 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 XXXXXXXXXXXX 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 XXXXXXXX XXXXXXXX. 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 resources on the Leeds Health and Care Partnership website:

<https://www.healthandcareleeds.org/have-your-say/>

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/>

We collect regular feedback from our patients using this survey:

<https://tinyurl.com/leedsGPexp/>

INSERT YOUR PRACTICE LOGO HERE

# Patient Participation Group (PPG)

## Glossary of Terms

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In the NHS we use lots of acronyms. We've put together this glossary to help you find your way around this document.

### Acute care

Acute care is a branch of secondary health care where a patient receives active but short-term treatment for a severe injury or episode of illness, an urgent medical condition, or during recovery from surgery.

### Accessible Information Standard (AIS)

The AIS was introduced by the government in 2016 to make sure that people with a disability or sensory impairment are given information in a way they can understand.

[www.england.nhs.uk/ourwork/accessibleinfo](http://www.england.nhs.uk/ourwork/accessibleinfo)

### Better conversations

An informal coalition of organisations and individuals unified in wanting to improve conversations between the health and care system and people seeking care, their families, and communities.

### Care navigation

Care navigation (or active signposting) is one of the 10 high impact actions to release capacity in general practice. It provides patients with a first point of contact which directs them to the most appropriate source of help. <https://www.hee.nhs.uk/our-work/care-navigation>

### Commissioning

Commissioning is the process of assessing needs, planning and prioritising, purchasing and monitoring health services, to get the best health outcomes.

### Co-production

Co-production is when you as an individual influence the support and services you receive, or when groups of people get together to influence the way that services are designed, commissioned and delivered. When something is co-produced, decision making and responsibilities are shared equally by all involved.

## Deliberative public event

Deliberative events are a two-way process whereby information is given to participants which enables them to understand and discuss the issues and proposals so they can make informed and considered decisions.

## Diverse communities

This refers to groups of often under-represented people who make up the local population. Many groups of people and communities can be represented by this term, which can include disability, diverse ethnic communities, sensory impairments, homelessness, or mental health conditions.

## Frailty

Frailty is a term used by professionals to describe the loss of body resilience, which means that in the case of a physical or mental illness, an accident or other stressful event, people living with frailty will not bounce back quickly.

## Health inequalities

The gap between the health of different groups such as the wealthy compared to poorer communities or people with different ethnic backgrounds.

## Healthwatch

Healthwatch is the consumer champion for health and social care created as part of the Health and Social Care Act 2012. Its role is to champion the voice of patients and to make sure that those who run services, and the government, put people the heart of social care. [www.healthwatch.co.uk](http://www.healthwatch.co.uk)

## Health and Care Act 2022

The Health and Care Act 2022 sets out specific obligations for the health system and its relationship with care and support services. <https://www.legislation.gov.uk/ukpga/2022/31/contents/enacted>

## Local care partnerships (LCPs)

Local Care Partnerships (LCPs) is the term used in Leeds to describe our model of joined-up working to deliver local care for local people, working in and with local communities. <https://www.healthandcareleeds.org/about/partners/local-care-partnerships/>

## Leeds Teaching Hospitals NHS Trust (LTHT)

LTHT is one of the biggest NHS trusts in the country and offers a full range of specialist and general hospital services. The trust also acts as a centre for a number of specialist services such as cancer and cardiac services. [www.leedsth.nhs.uk](http://www.leedsth.nhs.uk)

## Leeds and York Partnership NHS Foundation Trust (LYPFT)

LYPFT provides specialist mental health and learning disability services in Leeds. [www.leedsandyorkpft.nhs.uk](http://www.leedsandyorkpft.nhs.uk)

## Maternity Voices Partnership Group (MVP)

A MVP is a NHS working group: a team of women and their families, commissioners and providers (midwives and doctors) working together to review and contribute to the development of local maternity care. [www.mvpleeds.com](http://www.mvpleeds.com)

## NHS England

NHS England oversees the planning, delivery and day-to-day operation of the NHS in England as set out in the Health and Care Act 2022. Its main aim is to improve the health outcomes for people in England. [www.england.nhs.uk](http://www.england.nhs.uk)

## NHS Long-Term Plan

As medicine advances, health needs change and society develops, the NHS has to continually move forward so that in 10 years' time we have a service fit for the future. The NHS Long Term Plan is drawn up by frontline staff, patient groups, and national experts to be ambitious but realistic. <https://www.longtermplan.nhs.uk/>

## Patient participation group (PPG)

A patient participation group (PPG) is a group of patients who support their GP practice to improve the experience of registered patients. <https://www.healthandcareleeds.org/have-your-say/shape-the-future/ppg/>

## People's Voices Partnership (PVP)

The PVP was set up by the Leeds Health and Wellbeing Board to help improve engagement across the city with health and care organisations. Find out more here: <https://healthwatchleeds.co.uk/our-work/pvp/>

## Primary care

Primary care services provide the first point of contact in the healthcare system, acting as the 'front door' to the NHS. Primary care includes general practice, community pharmacy, dental and optometry (eye health) services.

## Procurement

NHS procurement is the buying of health goods or services at the best possible cost to meet the needs of our patients in terms of quality, quantity and location.

## Providers

These are the organisations or people who deliver NHS services, such as hospitals or community services.

## Social prescribing

Social prescribing is a way of enabling health professionals to refer patients with social, emotional or practical needs to a range of local, non-medical services.

[www.england.nhs.uk/personalisedcare/social-prescribing](http://www.england.nhs.uk/personalisedcare/social-prescribing)

## Stakeholder

A stakeholder is a person, group or organisation that has a direct or indirect stake in the NHS because it can affect or be affected by NHS actions, objectives or policies.

## Voluntary and community sector

The community and voluntary sector, or third sector, is huge and incredibly diverse and covers everything from neighbourhood watch groups to social enterprises to national and international charities, and everything in between.

INSERT YOUR PRACTICE LOGO HERE

# Patient Participation Group (PPG)

## What is a Patient Participation Group?

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A Patient Participation Group (PPG) is a group usually made up of patients and GP practice staff who work together to improve the experience of people registered at their practice. The PPG works together with the practice to represent the patient's voice in decision making, ensuring that all communities served by the practice are represented. PPGs can be involved in a wide range of ways across the practice.

PPGs are usually set up by a GP practice as part of their core contract but are then run by patients once they are established. Every PPG runs differently based on:

- Who is involved in running the group;
- The needs of the practice;
- The needs of the patient population.

This allows the PPG the freedom to be creative and unique in its approach; deciding what priorities and activities they want to be involved in to best serve their patient population.

### What a PPG is:

- **Co-operative** - PPG members working with the practice to improve the service.
- **Representative** - a representative for the patient voice and the patient population.
- **Engaging** - a means to work with (engage) patients.
- **Assuring** - a place to discuss changes and developments to the practice.
- **Supportive** - a way to support the wider Leeds Health and Care Partnership with campaigns and opportunities for patients to have their say.
- **Responsive** - a place to develop projects and ideas based on the needs of the area and patient population.
- **Collaborative** - a group that works with other PPGs as well as health and care organisations in the area.
- **Challenging** - As a critical friend, the PPG must be prepared to challenge the practice. This must be done constructively.

## What a PPG isn't:

- **A place to complain** - the practice and NHS have ways for people to log individual complaints.
- **A talking shop** - although a chance to socialise, the group should be productive and focused.
- **A place to work on a personal campaign / issues** - PPGs need to work on projects that would benefit the wider patient population.
- **An all-access pass** - PPGs aren't entitled to access all areas of the practice (such as behind reception or staff offices) or to know information that isn't relevant to their role (such as the practice finances).
- **An independent group / organisation** - although PPGs can be independent in how they carry out their work, the practice is ultimately responsible for them. PPG members should not be resistant to practice staff supporting the group, or their being involved.

## For a PPG to be effective, it needs to have:

- Leadership from within the PPG.
- Commitment and support from within the practice, this includes supporting it to host meetings and appropriate funding / resources for it to deliver an agreed work plan.
- A clear understanding of the role of the PPG.
- An understanding of the ways in which the practice operates, and the roles of the staff.
- Clear purpose and a set of realistic objectives.

There also needs to be trust and co-operation between patients and the practice staff.

## Leeds PPG Network

We have been working to create a network for PPG groups across the Leeds area. The aim of the network is to provide support, share good practice and resources. PPGs across Leeds are at various stages with many being well-established with lots of experience in running a group. We want you to be able to tap into that wealth of knowledge and experience. Whether you're struggling for ideas to recruit to your group, or facing a specific issue, it's likely another group will already have a solution, or encountered something similar.

We encourage you to get in touch with local practices and PPGs in your Primary Care Network (PCN) area and see how you can support one another. We'd also encourage you to set up a PCN PPG (more on that later). You can see who is in your area by visiting the GP Confederation website: <https://www.leedsgpconfederation.org.uk/about-us/our-practices/>

We're looking at different ways we can connect PPGs with one another including the introduction of PPG emails and an online network. We run PPG Network Support Group meetings where you can meet with other PPG members and share ideas, learning and network. Information and dates for these meetings can be found here: <https://www.healthandcareleeds.org/have-your-say/shape-the-future/ppg/>



## Why Patient Participation Groups?

Having a PPG can bring significant benefits to a practice and its patients:

### Benefits to the patients

- Service improvements and the promotion of good health locally.
- Helping the practice to develop the services that reflect what patients need and want.
- Patients are encouraged to take more responsibility for their own health.
- Improved communication with staff.
- Patients have a forum to suggest positive ideas and voice concerns.
- Influencing decisions about the services provided.
- Practical support such as wellbeing activities or groups, for example, walking groups, 'green gym' allotments, or illness management support sessions.

### Benefits to the practice

- GPs and staff can plan services jointly with patients to increase their effectiveness.
- Patients can play a key part in forming and monitoring annual improvement plans.
- Meet the Care Quality Commission (CQC) and contractual requirements - since April 2015 it has been mandatory for all practices to have a PPG.
- Help the practice meet its legal duty to involve patients in their care and in service development, as per the Health and Care Act, 2022.
- Help patients with non-medical and social care issues.
- Support from patients in meeting targets and objectives.
- Staff have a forum to suggest ideas and voice concerns.
- The practice gets closer to the community it serves.

### Benefits to the community

- Patients have a group through which they can communicate the specific needs of the local community and influence the health services that are commissioned (paid for).
- The local community has improved access to its health and care providers.
- Better partnership working between the practice and local groups e.g. the third sector and community leaders.
- The community gets closer to the practices that serves it.

### Wider benefits

- PPGs can be actively involved in ongoing service planning and major changes.
- PPGs can have true representation and involvement in service changes.

#PPGsinLeeds

If you have any queries regarding the PPG Toolkit please contact:

Telephone: 0113 221 7777

Or email: [wycb-leeds.commsinvolve@nhs.net](mailto:wycb-leeds.commsinvolve@nhs.net)

## Alternative formats

Word versions of Appendices, for editing, are available on our website at:

<https://www.leedscg.nhs.uk/get-involved/getting-more-involved/patient-participation-group/resources/>

If you need this information in another language or format please contact us by telephone: 0113 221 7777 or by email: [wycb-leeds.commsinvolve@nhs.net](mailto:wycb-leeds.commsinvolve@nhs.net)

'Jeśli w celu zrozumienia tych informacji potrzebuje Pan(i) pomocy w innym języku lub innej formie, prosimy o kontakt pod numerem tel.: 0113 221 7777 lub poprzez email na adres: [wycb-leeds.commsinvolve@nhs.net](mailto:wycb-leeds.commsinvolve@nhs.net)

اگر آپ کو ان معلومات کو سمجھنے کے لیئے یہ کسی اور زبان یا صورت میں درکار ہوں تو برائے مہربانی سے اس نمبر پر فون کر کے رابطہ کریں: 0113 221 7777 یا اس پتہ پر ای میل لکھیں:  
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