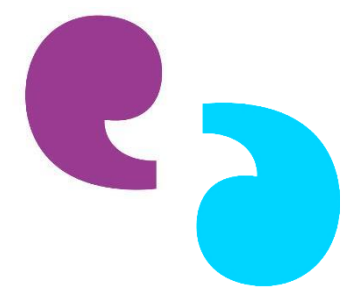
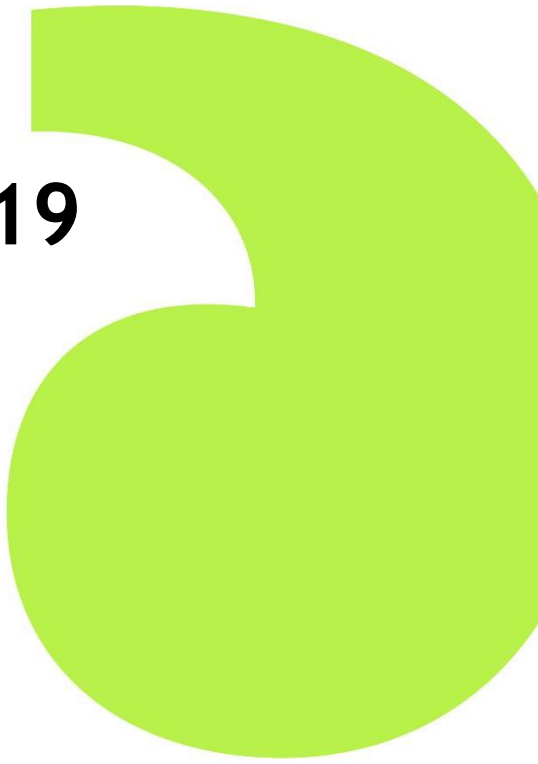


Patient Participation Group Forum

Monday 25th March 2019



Introductions

- Pam Howe - Healthwatch Sutton
Patient Engagement Officer
- Nadine Wyatt - Sutton CCG
Patient and Public Engagement Manager
Sutton Clinical Commissioning Group
*NHS South West London Alliance (Kingston, Richmond, Merton,
Wandsworth & Sutton CCGs)*
- YOU? - *First name and practice*

Welcome

To the fourth Sutton Patient Participation Group Forum
TODAYS SESSION

- Housekeeping
- Programme and aims
- Anything specific that you want to get from todays session?
- Ground rules - anything to add?

What is a patient participation group?

Groups of volunteer patients and practice staff who **meet at regular intervals** to consider ways of making a positive contribution to the services and facilities offered, by the practice, to their patients.

Patient participation groups **actively work, in partnership**, with their practice to bring about ongoing changes and improvements to services, the quality of care provided and in supporting the promotion of good health.

No 2 PPGs are the same - Each PPG will have variations as it will be designed to suit the needs of the practice and its particular population

Achieving the best affordable health and wellbeing for the people of Sutton

What makes a good PPG?

Patient Participation Groups a contractual requirement in England



- Contractual requirement for all English practices to form a patient participation group (PPG) and to make reasonable efforts for this to be representative of the practice population (2016)
- Establishing such a group helps:
 - To develop a partnership with patients
 - To discover what a range of patients think about services and to establish their priorities
 - To provide a platform to test and modify ideas and plans



Potential Issues



- Members of the group may have unrealistic expectations.
- They may feel uncomfortable about sharing their views or have an exaggerated focus on one particular issue.
- Care must be taken to avoid the group being unrepresentative of practice patients or becoming a complaints forum rather than a forum for expressing and sharing constructive ideas.
- The potential benefits of a patient group are substantial but the group is likely to be time-consuming, so setting and running the group must be supported by everyone, making this time well spent.

Growing Patient Participation

“21 ways to help your practice thrive”



PPG's provide the patient perspective by:

1. Patient surveys – collect feedback in waiting room
2. Advise the practice and patients of new systems and treatments
3. Sharing good practice by networking with other PPGs
4. Sitting on recruitment panels for new staff, including GPs
5. Lobbying to improve a whole range of health services

PPGs promote health matters by:

6. Organising presentations on important health needs
7. Producing a directory of self-care support groups
8. Running courses within the surgery on health topics
9. Raising awareness of key public health messages
10. Running volunteer support services

Growing Patient Participation

“21 ways to help your practice thrive”



PPGs improve communications by:

11. Distributing regular newsletters
12. Building two-way relationships between patients and the practice
13. Promoting awareness of and access to local health services
14. Developing a patient library or information resource centre
15. Improving practice leaflets and websites

PPG's influence the development of services by:

16. Advising on the development of new or existing practice premises
17. Representing patient views on the purchase of health services
18. Co-ordinating with other PPGs to improve wider healthcare delivery
19. Bidding with the practice to provide new services
20. Fundraising to provide services not covered by the NHS

To summarise in 21 words, PPGs:



21. Make stronger the relationship between patients and their practices, which is critical to the provision of modern, high – quality general practice

Building better participation

GROUP EXERCISE

1. Working in partnership
2. Communicating with the wider practice population
3. A platform to test and modify ideas
4. A wider patient voice

Building better participation

Working in partnership Ideas and suggestions?

- Partnerships take time - to build trust and respect
- Requires a willingness and commitment from all
- Busy practices - PPG can support

WHAT COULD YOUR PPG DO MORE OF? Or DO DIFFERENTLY?

Building better participation

Communicating with the wider practice population

Information in ideas and solutions

Information out ideas and solutions

Building better participation

A platform to test and modify ideas?

Ideas and suggestions

Building better participation

A wider patient voice

Ideas and suggestions

- Link in with in with Healthwatch Sutton

Building better participation

Next steps

- You? -
- HWS? -
- SCCG? -

Thank you for coming!

Feedback and Evaluation

LUNCH

Contact details

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