



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



A Patient Participation Group, or PPG for short, is run by volunteer patients of a GP surgery and the practice manager to help strengthen the relationship between the surgery and those who wish to improve the working relationship between the patients, doctors and staff. We are an independent body to the surgery but we contribute ideas, feedback and suggestions to improve patient experience in a friendly and cooperative manner.

From 2015, the NHS requires every practice to have a PPG.

### Why should I join?

Your experiences matter and you can bring different ideas to the PPG to assist the surgery in providing its patients with better care or to improve what they do in some way.

You will also gain a better understanding of the NHS and gather feedback from other patients.

### What is a Virtual Group?

A virtual group is a group of patients who would like to be part of the PPG but cannot or prefer not to attend meetings. They get involved by email instead. Information such as practice newsletters, minutes of the PPG meetings and surveys will be shared electronically. It means that if you can't make face-to-face meetings, are caring for someone and unable to leave them, or are working, you can still be kept informed, give your views and participate.

### How often does the PPG meet?

We meet at the surgery, but not too often. We know that you are busy, so we meet only a few times per year and hope that you can join us.

If you can't make meetings then don't worry – you can still be part of our virtual group!

### Will my views be heard?

Your views are important and will be listened to. It may not be possible to act on every suggestion, but all feedback is very valuable.

Working in a spirit of mutual respect, openness and trust, all patients' views will be discussed and, where appropriate, we will work together with the surgery on solutions.

## The role of the PPG includes

- ❖ being a critical friend to the practice;
- ❖ advising the practice on the patient perspective and providing insight into the responsiveness and quality of services;
- ❖ encouraging patients to take greater responsibility for their own and their family's health;
- ❖ carrying out research into the views of those who use the practice;
- ❖ organising health promotion events and improving health literacy;
- ❖ regular communication with the patient population.

## Please join us!

If you wish to become a full committee member or a virtual member of Plas Meddyg Surgery's PPG, speak to someone on reception or alternatively email the PPG at:

[plasmeddyg.ppgvirtual@gmail.com](mailto:plasmeddyg.ppgvirtual@gmail.com)

## **The Patients Association**

We are a long established, independent advice and campaigning charity. We also undertake project work with health and social care organisations to ensure the patient voice is heard and improvements are made. We offer support and advice to individual patients/forums and groups. Phone or email our helpline.

Helpline: 0845 608 44 55

Office: 0208 423 9111

Email: [helpline@patients-association.com](mailto:helpline@patients-association.com)

You can also follow us on Twitter

Twitter: @PatientsAssoc

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[www.patients-association.org.uk](http://www.patients-association.org.uk)

