

What is a Patient Participation Group (PPG)?

A Patient Participation Group (PPG) is a group made up of GP Practice patients aged 16 years and over, carers of registered patients and members of the GP Practice staff. The aim of this group is to influence the way services are delivered by the Practice. If patients' group holds meetings at the practice, it is also called the face-to-face PPG.

What is a Virtual Patient Participation Group (PPG)?

Some GP Practices have a Virtual Patient Participation Group.

A Virtual PPG is online based group. It holds their meetings online using video conference platforms like *Zoom*, *Microsoft Teams*, *Google Meet* or similar.

GP practice may use both types: face-to-face and virtual meetings, to ensure that all patients have the opportunity to contribute to improvements to practice services.

What do PPGs do?

- Review patients' surveys such as the Family and Friends Test.
- Listen to patients' stories and views.
- Explore ideas and suggestions on how to improve patients' experiences in the GP Practice.
- Discuss with GP Practice staff and agree on an action plan for service improvements.
- Monitor the implementation of the service improvement action plan.
- Run small projects around patients' education, health promotion, and improvements to GP Practice environment.

What PPGs do not do?

A PPG meeting is not a forum to raise individual complaints.

A PPG meeting is not a forum to seek medical advice.

What happens at a PPG meeting?

A PPG meeting is attended by the Practice GP, Practice Manager or Reception Manager and practice patients and carers. Usually it is attended by 6 to 10 people.

The meeting is managed by the Patient Chair or Practice Manager.

The meeting follows an agenda that can look similar to this:

1. Welcome and introductions
2. Minutes and actions arising from the last meeting
3. Updates from GP practice staff
4. Other agenda items
5. Patients' feedback, suggestions and comments
6. Date of the next meeting

The meetings usually last around 1 ½ hours

How can you get involved?

Every GP Practice should have a Patient Participation Group. The information about how to join GP Practice PPG meetings or a Virtual PPG should be available at the Practice reception and on the GP Practice website.



Usually, to become a PPG member, you will need to fill in a simple form providing your contact details: email address and your phone number.

Your personal information should not be shared with anyone beyond the GP Practice.

Tips

- If you have any questions about PPG, contact your GP Practice Manager or the Chair of the PPG.
- Find out what your Practice PPG have done/achieved so far.
- Ask to see the minutes of the last meeting or agenda for the next meeting.
- At the meeting, bring up the issues that concern you, your family and your community with regards to the GP Practice services and general health.
- You can also email the issues you would like to discuss at the meeting to the Practice Manager beforehand and ask to add it as an agenda item.
- Bring positive energy and ideas, share your enthusiasm and skills (IT, language, organisational).
- If you feel slightly intimidated by attending the first meeting, bring a family member or a friend with you.
- Share your PPG experience amongst your community and get more people involved.

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GP practice Patient Participation Group (PPG)

healthwatch
Central West London



Link to the short
video about PPGs

**From April 2015, the Medical Service
Contract requires every GP practice to have
a Patient Participation Group**

"I was very grateful for what practice done for me. I wanted to give something back, so I joined the practice PPG"

