



The Meadows Surgery

Patient Participation Group [PPG]



Presentation

Welcome

to our



Patient Participation Group

Why PPG?

Patient participation groups were developed as a way to extend patient involvement

It is a format that encourages people to engage with both the NHS and their own health care.

The groups can provide practical support for the surgery.

They can help contribute to the continuous improvement of services



The role of the PPG

- ✓ **Being a critical friend to the surgery**
- ✓ 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 & wellbeing**
- ✓ Carrying out research into the view of those who use the surgery
- ✓ **Organising health promotion events and improving health literacy**
- ✓ Regular communication with the patient population





General topics for discussion

- ✓ Themes for suggestions
- ✓ **Planned changes to the surgery**
- ✓ Care Quality Commission [CQC] related issues
- ✓ **The GP Patient Survey**
- ✓ The Friends & Family Test
- ✓ **Working and collaborating with local commissioners [Nene CCG, NHS England/Local Authority/Healthwatch etc.**
- ✓ Action Plan
- ✓ **Online Services**



This is not:



NO COMPLAINING ZONE!



- A forum for individual complaints
- **A tool for implementation of the Government's or any individual's pre-determined agenda**
- An opportunity to voice personal opinions
- **An opportunity to question the Doctors on clinical matters**
- Discuss medication
- **A forum to discuss Religion or Politics**





Mission Statement & Core Values



'To deliver high quality and effective health care to ALL of our patients, tailored and responsive to the needs of the local population. We aim to treat our patients with dignity and respect'

QUALITY CARE

We have a single common definition of high quality care; it is Safe, Effective and a positive Patient Experience delivered by our team

PATIENT SAFETY

Our approach to patient care encompasses our commitment to safety, effectiveness, patient focused, efficiency and equity

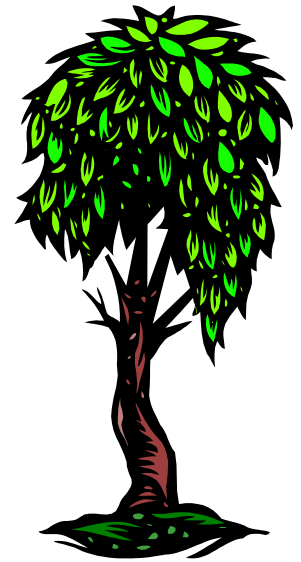
PATIENT SATISFACTION

To ensure patient satisfaction we will deliver the right care, keep our patients safe, listen to our patients & provide equitable care

Continuing Growth

We must make sure we:

- Monitor progress against objectives
- **Publicise our successes**
- Involve people
- **Learn from other groups**
- Expand activity (we do not want to become stale)
- **Review our objectives regularly**





Available Resource

National Association of Patient Participation: N.A.P.P

What does N.A.P.P do?

- Helps with the formation of patient participation groups
- **Provides information for groups**
- Organises national and local conferences for groups to share best practice
- **Maintains a nationwide network of groups**
- Seeks to influence national policy



What do N.A.P.P. have available to help?

- Working with CCGs
- **Tool kit available**
- Information available on pilot projects
- **Helpline**
- Online forum
- **Local/regional support**



N.A.P.P. contact information
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www.napp.org.uk