

Shawbury Medical Practice PPG Information Pack

Thank you for requesting further information regarding our Patient Participation Group (PPG).

The following pages set out some basic guidance on what a PPG is, what it can do, how it can be held or run and what kind of 'membership' roles most PPGs have.

Traditionally PPGs have been held by having regular face to face meetings – however we realise this can be an incredible ask for our patients, given how busy everyone's lives are.

To ensure we offer the most flexible PPG membership possible, giving everyone the chance to get involved, we would welcome enquiries / contributions / enrolment from patients who are interested in either face to face meetings or a virtual PPG.

There is a registration form at the end of this information pack, which can be returned to Reception or emailed to the address below.

Thank you for your time and interest.

Shawbury Medical Practice

Email: shawbury.admin@nhs.net

What is a PPG?

A PPG is a group of people who meet on a regular basis to discuss their General Practice and is usually made up of patient volunteers and practice staff.

What does a PPG do?

PPGs provide a forum for two-way communication between the practice and group members, giving patients the opportunity to influence decision making and support planning and delivery of practice initiatives.

Why join a PPG?

Become a voluntary member of your local PPG and you can:

- Meet with other patients and practice staff
- Influence decision making about NHS services
- Work in partnership with the practice to explore new ideas
- Provide constructive feedback on practice services



What Are PPGs

A PPG is a group of people who meet on a regular basis to discuss their practice and is usually made up of patient volunteers and practice staff.

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In order to be valuable, PPGs must have the confidence to challenge the practice in line with the critical friend ethos. A critical friend provides constructive feedback, without prejudice or negativity, to enable a service or function to develop positively.

PPGs generally have their own terms of reference, agreed between the practice and the founder members, and members should act as representatives of their patient population.

PPGs are also able to influence the commissioning of a service within their wider community through ongoing communication and active engagement with the local Integrated Care Board (ICB) – also known as Shropshire Telford and Wrekin ICB.

What a PPG is not?

- A forum for complaints. Clear ground rules are needed to ensure that PPG members do not use the PPG as a vehicle to resolve their own personal issues.
- A time-consuming activity for practice staff. Some effort is required to get PPGs going, but thereafter they should be self-organising and patient-led and will often undertake activities that save the practice time.



Four ways in which PPGs can operate

- Have regular meetings with members attending (this may need to be controlled depending on available space).
- Have people signed up and taking an interest in the PPG from a distance. This means they do not have to attend meetings but should be engaged through newsletters, consultation documents or be involved in other aspects of the PPG. The use of technology may help this, such as discussion boards/chat rooms on websites. They could be termed 'involved members'.
- Have a virtual PPG. This means that the practice will deliver their 'PPG' remotely, which some groups have been doing more of since the COVID-19 pandemic and may wish to continue.
- Have a combination of a 'real' and 'virtual' group. The virtual group could support the work of the main group and offer a variety of perspectives from the wider patient population.

A Guide to What PPGs Can Do

Escalate Practice Issues

The PPG can help share issues with practice staff. PPGs are not about single issues repeatedly coming to the meeting but may be able to highlight recurrent themes.

Escalate Wider Commissioning Issues

Commissioning is about commissioners becoming much closer to patients. PPGs should fit into a wider structure that allows experiences, views or concerns to reach the right people at the centre of the community.

Share Learning With Patients and Practices

Feedback on outcome and liaise with other practices.

Work With Other PPGs Across Shropshire, Telford and Wrekin

Do you want your PPG to link in with others? This would be a good way for best practice to be shared and ideas to be formed across a larger area (such as a Primary Care Network).

Help With Fundraising

There are examples of PPGs helping with events that help with fundraising or supporting events.

Improve Communications

The PPG must be a conduit for improving communication between patients, the practice and the role of the commissioners.

Help The Practice Deliver Change

Where possible changes are identified, either as a result of the local survey or some other initiative, the PPG can help staff communicate the idea to patients.

Become A Hub For Social Networking

The group could be more than something that just meets to discuss the practice, it could be an opportunity for social networking as well.

Key Speakers

Inviting 'key speakers' to the meetings to discuss specific issues e.g. representatives from local voluntary organisations, council staff etc.

Help Develop A Local Patient Survey

PPGs can work with the practice to agree local patient surveys. The survey will need to:

- Identify and prioritise an issue
- Be shared with as many patients as possible
- Be analysed fully, once the results have been collected
- Agree an action plan with the practice on how they want to respond – including a timetable
- Publish the results of the survey in an appropriate way (e.g. the practice website)

Inspections

PPGs may be asked to contribute to Care Quality Commission (CQC) Inspections at the practice.

Examples of Roles & Responsibilities in PPGs

Key responsibilities for each role include:

Group members

- Giving time to attend meetings
- Attending as many meetings as possible
- Acting in the best interest of the PPG
- Understanding the purpose and workings of the PPG
- Listening to other PPG members and remaining non-judgemental
- Being aware of health and safety requirements of selves and others
- Being aware of the PPG ground rules and abiding by these
- Keeping in mind the goals of the PPG

Chair

- Chairing the meetings
- Steering discussions and keeping to the agenda
- Contacting and negotiating with relevant organisations to support the work of the PPG
- Listening to PPG members and remaining non-judgemental
- Providing leadership in deciding actions
- Planning specific meeting dates with the secretary and agreeing a suitable location for meetings
- Ensuring action plans are implemented
- Preparing agendas for meetings, with the support of the Secretary

Secretary

- Circulating meeting papers - agendas, minutes etc.
- Taking minutes/delegating minutes to a specified minute-taker if applicable
- Advising people of the location and content of meetings
- Taking apologies and checking quorum of meetings (enough people to make decisions)
- Working with the Chair to support production of progress reports
- Supporting the Chair to monitor action plans
- Keeping the members list up to date
- Preparing and filing correspondence

Example Terms of Reference in PPGs

Title of the Group

The group will be known as:

Aim of the Group

- To promote co-operation between the practice and the patients to the benefit of both
- To provide a patient's perspective to the practice
- To provide a forum to discuss issues relevant to the practice
- To enable patients to influence local healthcare services
- To promote good health by arranging/supporting health awareness events
- To network with other PPGs to share good practice and ideas

Membership of the Group

- The membership is open to all patients who are registered with Shawbury Medical Practice. Membership will be on a voluntary basis
- Committee members will be elected from the membership for a term of 1-2 years
- Committee members will be made up of a Chair, Secretary and Treasurer

Meetings

- The PPG will meet *quarterly/monthly/bi-monthly (*delete as appropriate)
- The PPG will consider both face to face and virtual meetings based on the needs of the group
- There will be an agenda produced for each meeting which will be co-developed between the practice and the group
- Minutes of the meeting will be produced and agreed/verified by the PPG attendees during the meeting
- The practice will make meeting documentation available for all patients to access from their practice premises or via their website
- The practice will ensure that a representative from the practice attends PPG meetings

Ground rules

- All views are valid and will be listened to
- To respect each person's opinion even though they may differ from our own
- To allow people to speak out if there is something they don't understand
- Individual complaints/issues will not be discussed at this forum. These should be raised through the practice's complaints process
- All information discussed by PPG members will remain confidential
- Members will demonstrate a commitment to delivering results as a group
- Being a member of the PPG does not entitle individuals to preferential treatment above other patients
- Mobile phones should be on silent or off during meetings

Confidentiality and data protection

- No patient identifiable information will be shared or discussed at PPG forums
- Members will be required to complete a 'Considered Consent' form. The form will give members the opportunity to give permission for their contact details to be shared with other PPG members to enable the group to communicate effectively. This will be for the specific purpose of PPG work only
- All members will be required to fill in a 'Confidentiality and Data Protection' form. The form is to inform members of their duty to adhere to confidentiality rules

Objectives

- Objectives for the group will be jointly agreed between the practice and the PPG members
- A record of the objectives will be documented separately from the Terms of Reference
- Objectives will be SMART (Specific, Measureable, Achievable, Relevant and Timely)
- An evaluation of the PPG will take place annually to ensure effectiveness of the group - this will be done by the group itself

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- Work in partnership with the practice to explore new ideas
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For more information, please contact the practice by:

Emailing Kirsty (Practice Manager): Shawbury.admin@nhs.net

Asking at Reception

... to request an information pack – Many thanks.

NHS

**Shropshire, Telford
and Wrekin**

Get involved at your local GP practice

Become a voluntary member of your local Patient Participation Group and you can...



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Influence decision making about NHS services
Work in partnership with the practice to explore new ideas
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**Ask your GP practice team for more information
on joining your Patient Participation Group**

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Do you want to get involved at your local GP practice?



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**Shropshire, Telford
and Wrekin**

Shawbury Medical Practice
Required field(s) are indicated by *
Patient Participation Group Registration

About you

Your First Name(s)*
As it appears on your passport

Your Last Name *
As it appears on your passport.

Postcode *
The one used to register with SMP.

Your Date of Birth *
Your date of birth is required to verify your identity.

Sex: * (Please Tick)

Male Female Other

As on your medical record.

Your Phone Number: *
This phone number will be used for all correspondence relating to this request.

Your Email: *

This email address will be used for all correspondence relating to this request. Please be aware that if you have given anyone else access to your email account, they may see responses sent to you.

How would you describe how often you come to the practice?

Please tick:

Regularly

Occasionally

Very rarely

Ethnic Background:

Please tick:

White British

White Irish

White and Black Caribbean

White and Black African

White and Asian

Indian

Pakistani

Bangladeshi

Caribbean

African

Chinese

Other

Age group:

Please tick:

Under 16

17 – 24

25 – 34

35 – 44

45 – 54

55 – 64

65 – 74

75 – 84

Over 84