

Bridgnorth Patient Participation Group Guidelines

What is a Patient Participation Group (PPG) ?

Bridgnorth Medical Practice like all medical practices has a Patient Participation Group (PPG). The PPG is a group of volunteers made up of patients, carers and GP practice staff. They meet regularly to discuss practice related issues and patient experiences in order to improve the services delivered through the practice.

The Purpose of a PPG

To support the practice in providing the best possible service for patients.

- To give patients and practice staff the opportunity to meet and discuss topics of mutual interest with the aim of improving services for patients.
- To provide an opportunity for patients to become involved and make suggestions about the healthcare services they receive.
- To encourage and explore patient feedback, suggestions and ideas for improving or expanding services for patients.
- To explore issues arising from patient feedback and patient surveys, to contribute to actions required and help monitor improvements.
- To contribute to health awareness and assist in patient education.

Examples of what a PPG can do

- Discuss constructive suggestions for improving services, and share concerns when they affect the wider practice population.
- Analyse non-medical complaints to identify the root cause, assess potential impact on the wider patient population, and where appropriate, make recommendations to the practice.
- Create a patient survey with practice staff to obtain feedback for the practice from the patient population.
- Assist the practice in ensuring website content and other written communication is accessible and 'Patient Friendly'.
- Engage with the local community to ensure the PPG is representative of the patient population.
- Support the practice in promoting health issues in the wider population

Examples of what a PPG cannot do

- PPG members cannot provide medical advice to other members or patients.
- The PPG cannot respond to individual patient complaints. Anyone wishing to complain must be referred to the practice so that the issue can be dealt with properly through the practice's established complaints procedures.
- The PPG performs an advisory role and does not have authority to instruct the practice on what it should or should not do. It can however influence the practice by making recommendations and suggestions based on patient feedback.

Bridgnorth PPG Constitution

- The group will contain a maximum of 12 members made up of carers, practice staff, and patients reflecting the demographic of the practice.
- Membership will be for a max of 12 months to allow for a flow of new members joining the group.
- A chairperson will be elected by the group and will form the contact point between the group and the practice. The chairperson may stay beyond the normal 12 month period if re-elected by the group and approved by the practice. This is to help maintain continuity of the relationship between the group and the practice.
- The PPG is 'group meeting' based therefore members must attend as many meetings as possible.
- If a group member fails to attend three consecutive meetings it will be assumed they have resigned from the group.
- All group members will receive an induction into the PPG the completion of which is a compulsory part of membership.
- Any member who persistently fails to work within the foregoing PPG guidelines will be asked to stand down from the group.

PPG Meetings

A meeting can take place if at least four PPG group members are able to attend including; a Chairperson, a representative of the practice, and at least two patients of the practice. If the above criteria are not met the meeting will be rescheduled.

- The PPG will aim to meet every two months but this will be flexed if necessary to reflect the needs at that time.
- An agenda will be issued approximately one week prior to each meeting.
- Any group member who is unable to attend a meeting must send apologies to the Chairperson as soon as possible prior to the meeting.
- A set of meeting ground rules will be agreed between the Chairperson and the group and will apply to all group meetings.
- Any member can ask for an item to be considered for the agenda but requests must be received by the Chairperson before the agenda is issued. All requests will be considered but inclusion will be dependent on priorities and time available.
- Members requesting an item to be put on the agenda will be asked to lead the discussion on that agenda point during the meeting.
- Any patient of the practice can ask to attend a group meeting by making a request to the chairperson at least one week before the meeting date. The total number of people attending any meeting will be restricted which means unfortunately not all requests will be successful.
- Minutes will be recorded during each meeting and a summary of key points issued to all group members within one week of the end of the meeting.