

Porter Brook Medical Centre

Patient Participation Group

Welcome Meeting



August 2011

N. Phillips
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Patient Participation – Background

- The NHS plan in 2000 emphasised the importance of patient and public involvement in healthcare
- Patient engagement is at the centre of recent Government plans to reform healthcare
- Practices are required to ensure that patients are involved in decisions about access, the range and quality of services provided at the practice
- Patient Participation Groups (PPGs) have been developed to involve people in local healthcare decision making and allow an open channel of communication between practices and their patients.

What are PPGs?

- Selection of patients and practice staff who meet at regular intervals to decide ways of making a positive contribution to the services and facilities offered by the practice.

Why We Would Like to Start a PPG



- We would like a greater dialogue with our patients about the services we provide and how we provide them
- We would like a forum for patients to suggest positive ideas and to explore future practice developments
- We would like to encourage health education activities within the practice
- We would like to have a mechanism for gaining feedback from our wider patient population

What Do We Want From a PPG?

- To establish some short, medium and long term objectives.

Any first thoughts with regards to priorities?



Patient Survey

- The DOH recently released details to improve patient participation as part of recent changes to the GP contract.
- GP practices will be required to promote proactive engagement of patients through PRGs and undertake local **practice surveys.**

Patient Survey

- 1). **Develop** a structure that gains the view of patients and enables the practice to obtain feedback from the practice population



- PPG with regular meetings
- Feedback from a representative cross section of the practice population
- Effort made to engage with unrepresented groups

Patient Survey

- 2). Agree areas of priority with the PPG. The PPG will shape the areas covered by the survey.



- Identify patients/ practice priorities and issues eg. access, clinical care, opening times, range of services
- Any planned practice changes
- National GP patient survey issues

Patient Survey

- **3). Collate** patient views by the use of a survey (questions based on priorities identified by the PPG)
 - Develop a 'virtual' patient reference group??
 - Use online survey tools??
 - Ensure to use a sufficient sample size to make the survey credible
 - Report on survey results
 - Inform PPG and 'virtual' group of findings



Patient Survey

- 4). **Discuss** with the PPG outcomes of the survey and reach agreement on any changes to services. Agree an action plan.



- Any proposed changes should be realistic and practical
- Include any other relevant information eg. contractual requirements
- Obtain agreement from PCT for significant changes to services

Patient Survey

- 5). **Publicise** actions taken and subsequent achievement - website, notice board, newsletter



- Produce a local report
- Include profile of PPG members, details of how survey was carried out, details of action plan and agreed actions to be implemented
- Demonstrate that the survey canvassed opinion from a true mix of the practice population

Timetable up to 31st March 2012

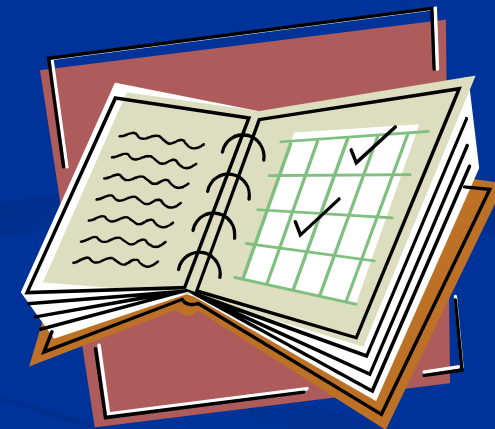
End October: Agree survey questions

November: Conduct survey

December: Discuss results/ action plan

January: Start implementing changes

February/ March: Prepare & publish report



Porter Brook Medical Centre
PPG

**Thank you for attending our
first meeting!**

Any Questions?