

## **Tell me about the benefits of patient participation for my Practice**

Each GP Practice has a contractual obligation to support the creation of an associated Patient Participation Group (PPG), and is assessed on its patient engagement in CQC inspections. The benefits of PPGs are about much more than compliance. PPGs provide a mechanism by which your Practice can work constructively with patients to enhance your relationship and improve the services you provide.

### **What are the benefits of patient participation?**

- improved reputation of a Practice demonstrating that it listens to patients, involves them in decision-making and understands their healthcare needs and desires
- increased understanding of key health issues and problems in the local community
- feedback and suggestions from patients contributes to a more effective and efficient service
- better patient understanding of the realities of operating a medical practice within the context of the NHS
- improved health outcomes (e.g. patient satisfaction, quality of life) are positively associated with greater levels of patient engagement

### **How does patient participation contribute positively to your Practice?**

- establishing two-way communication between patients and the Practice
- developing patient communications (e.g. website, booklets, newsletter etc.) in collaboration by staff and patients
- obtaining patient views through face-to-face and on-line surveys
- providing a representative group of patients to act as a conduit for disseminating information or consulting on service development proposals
- supporting health promotion work at the practice
- strengthening the key health messages to the public

### **What is the cost of patient participation?**

The cost of implementing and supporting a PPG (mainly staff time) will be a concern for your Practice. This is likely to be more at the start but, once up and running, the volunteer members of the PPG can take the 'lead' and Practice staff time will be limited to attending face-to-face meetings or engaging on-line.

### **Next step?**

Please look at the PPG resources page on the Healthwatch Barnet website. There are some excellent PPG resources published on the Web including:

[Londonwide LMC resource list](#)

[Building Better Participation](#) – National Association for Patient Participation

[Patient and Participation Group Toolkit](#) – Brighton and Hove CCG

[Toolkit for PPGs](#) – Healthwatch Reading