

Tell me about Patient Participation Groups

Patient Participation Groups (PPGs) are linked with a specific GP practice. They comprise a group of patients who volunteer to work with representatives of the practice (e.g. GP, practice manager) to improve services. PPGs may be actual - operating through a series of face-to-face meetings – or virtual – using electronic media. PPGs with a larger cohort of members may combine the actual and virtual approaches to ensure that all views are represented.

What is the purpose of a PPG?

- empower the patients and public to influence the provision of vital health services
- improve communication with patients and the public
- strengthen the partnership between the practice and patients in support of improving health outcomes
- creates a degree of accountability in the relationship between the practice and its public

How does a PPG achieve its purpose?

There is no simple prescription for the role of the PPG which can include:

- sharing views about the patient experience and providing feedback to the practice
- suggesting ideas for improving the delivery of services at the practice
- designing and completing surveys (face-to-face, online) with patients and the wider public
- supporting the work of the practice by organising health-awareness events (e.g. healthy-eating)
- helping the practice review its communications (e.g. website) with patients and public
- facilitating communication between the practice and the wider community through the involvement of local activists and members of community organisations
- outreaching to local community and voluntary organisations (particularly those serving minority groups) to ensure that their views are represented

PPGs are structured in a similar way to other voluntary groups (e.g. terms of reference/rules, specified roles etc.) and there are many 'toolkits' available on the Web to help start-up PPGs.

What are the benefits to patients?

- improved communication and relationships between patients and practice
- opportunities to express concerns and suggest new ideas
- a better understanding of the practice through direct involvement in the management and delivery of practice services

Want to know more?

Ask about the PPG at the GP practice where you are registered. You can find a lot of general information about patient participation on the Web:

[Patient Participation Groups – get involved today](#)

[Growing Patient Participation](#)