



National Association for Patient Participation Support for CCGs

Why consider working with N.A.P.P.?

It is in the interests of CCGs that all locality-based member practices have strong, effective, 'healthy' and independent Patient Participation Groups (PPGs) comprised of active patients, which work in partnership with their GPs and practice teams based on mutual trust and respect.

Evidence demonstrates and feedback from CCGs indicates that the most sustainable successful long term model for ongoing engagement is one where all CCG member practices have effective PPGs able to comprehensively gather insights from their constituent patient populations.

Experience shows that PPGs flourish and are sustainable when they have direct, individual access, in their own right, to patient-led support and advice from N.A.P.P. Recognising that each group is unique to its own practice community, N.A.P.P. is able to provide the most appropriate specialist support to help practices and patients get groups started and keep them going drawing on over thirty years' experience and with thousands of PPGs.

The benefits to practices and PPGs are that the groups are established with a strong foundation, rather than something short term and tokenistic, and grow into long term sustainable mechanisms at the patient/practice interface providing patient insight on services.

Our support helps to take the pressure off GPs, Practice Managers and teams from the outset and ensures PPG/practice relationships and expectations evolve and agreed together.

Our support takes the pressure off CCGs by helping to facilitate and grow positive relationships between PPGs and the CCG from the outset. These relationships are critical for long term engagement particularly when the CCG has difficult commissioning decisions to make and will greatly assist in meeting CCG Assurance Framework Domain Two criteria. The primary benefit to CCGs is a strong locality community of well supported, well informed PPGs facilitating access to the voice of every practice population

How does membership work?

The CCG makes arrangements for practices to join N.A.P.P. either by directly sponsoring every practice or by agreeing with individual practices part payment towards membership so that the practice also contributes.

When at least 50% of practices become affiliated the CCG automatically receives the complete support package as listed under '[What can we expect from N.A.P.P support](#)'

The cost for individual Practice/PPG membership is £60 including VAT. Most CCGs also offer to meet the cost on one year's subscription (£40.00 including VAT) for those which are already affiliated to N.A.P.P.

CCGs are recognising the value of joining N.A.P.P as a good business investment. Leicester City CCG have become members and sponsored local practices to join:

"Creating vibrant, successful and sustainable PPGs is vital to the ambitions of Leicester City Clinical Commissioning Group. By affiliating and working closely with N.A.P.P. we are benefiting from its years of expertise, evidence and best practice, which is helping to turn our ambitions in to a reality and build genuine two-way dialogue and collaboration between patients, their practices and the CCG." Richard Morris, Chief Corporate Affairs Officer, Leicester City CCG

Larger CCGs with locality sub groups have funded N.A.P.P. membership for their respective locality practices from CCG locality funds:

"I have met with all Practice Managers and secured commitment that they are ready, willing and able to work towards developing their public & patient involvement and that N.A.P.P. membership will enhance their efforts to do so. The cost of membership will be paid out of CCG locality funds. It clearly makes more sense for us to invest in the resources this will provide the Practice Managers and PPG Chairs" CCG PPI Development Worker

What to expect from N.A.P.P. support?

Our specialist CCG support package will:

- **assist the CCG in meeting its legal duty** to make arrangements to involve patients and the public at various stages, of the commissioning process
- **assist CCG staff responsible for and leading on Domain 2 assurance and patient and public engagement** at strategic and operational delivery levels.

This package will provide for the CCG:

- A framework against which to 'assess' the 'health' of locality PPGs including principles of good practice for PPGs, simple steps to help groups get started and keep going (N.A.P.P. Quick Reference Guide for CCGs 'Hearing the Voice of your Practice Population - Growing a Strong Locality PPG Community')
- The ability to build and maintain a strong locality PPG community in member practices as a foundation for engagement
- Resources delivered directly to member PPGs to ensure they are strong and engage widely with the population
- Support and advice to assist the CCG to develop and maintain ongoing effective two way relationships and engagement with practice PPGs:
- Establishing processes for communication, decision making, gathering insight and sharing feedback with each practice
- Ways to harness the potential of member PPGs to support local people in navigating services and making decisions about their health
- Support to assist the CCG to develop and maintain a locality PPG infrastructure group or network to facilitate effective engagement, capturing insight, identifying quality issues and supporting joint decision making
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 - Establishing an effective locality PPG Network with clear aims, objectives, mechanisms for capturing and sharing feedback from member practices
 - Developing informed PPG network members (PPG Champions for commissioning) with the capacity to effectively engage with CCGs.

In addition **individual member practices/PPGs and the CCG will receive**

- monthly e-bulletin
- quarterly Newsletter 'Patients Matter'
- Unique member log-in to website resources
- Ongoing support and advice by telephone, email and in person (where possible)
- Option to access PPG Commissioning Champions Learning Framework to build capacity of PPG members
- Bespoke 'consultancy' support for individual PPG/practice and CCG needs (costs negotiated with N.A.P.P.)
- Discounted rates for delegates to Annual Conferences and, where appropriate, regional events
- Access to N.A.P.P. community of member PPGs and CCGs
- Opportunities to be involved in academic research projects, national policy development, projects and consultations with other stakeholders

Who at the CCG can access N.A.P.P. support and resources?

Our CCG support package is aimed specifically at the CCG staff responsible for and leading on Domain 2 assurance and patient and public engagement. A unique member log-in will be provided for a nominated number of staff at the CCG to be agreed when membership is taken out. All individual practices/PPGs will receive their own unique member log-in. Communication will be made directly between N.A.P.P. and individual practices/PPGs in their own right.

For more information about how we can help you Email: admin@napp.org.uk

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