



Growing patient participation

21 ways to help your practice thrive





Four in ten English practices now have a Patient Participation Group (PPG). PPGs evolve to meet local needs, and each PPG is different. Here are some examples of the work that they do.

PPGs provide the patient perspective by:

1. Conducting patient surveys or collecting feedback in the waiting room
2. Advising the practice and patients of new systems and treatments
3. Sharing good practice by networking with other PPGs
4. Sitting on recruitment panels for new staff, including GPs
5. Lobbying to improve a whole range of health services

PPGs promote health matters by:

6. Organising presentations on important health needs
7. Producing a directory of self-care support groups
8. Running courses within the surgery on health topics
9. Raising awareness of key public health messages
10. Running volunteer support services

PPGs improve communications by:

11. Distributing regular newsletters
12. Building two-way relationships between patients and the practice
13. Promoting awareness of and access to local health services
14. Developing a patient library or information resource centre
15. Improving the practice leaflets and website

PPGs influence the development of services by:

16. Advising on the development of new or existing practice premises
17. Representing patient views on the purchase of health services
18. Co-ordinating with other PPGs to improve wider healthcare delivery
19. Bidding with the practice to provide new services
20. Fundraising to provide services not covered by the NHS

Or, to summarise in 21 words, PPGs:

21. **Make stronger the relationship between patients and their practices, which is critical to the provision of modern, high-quality general practice**



For more information and to find out how to get started, visit www.napp.org.uk

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