



South East Staffordshire & Seisdon Peninsula  
Clinical Commissioning Group

# Patient Participation Group Workshop

27 April 2016

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# Workshop one

- Overview of 'GETTING STARTED WITH YOUR PPG'
  - Understanding your issues
  - Purpose and recruitment
  - Step by step guide to getting started
  - Virtual PPGs
  - Your next steps



# Introductions

- Please introduce yourself, explain what you hope to get from the session and your ideal desert island companion
- My background
  - Practice management
  - CEO of NAPP for five years
  - Broad experience in patient engagement
  - Helped set up CCGs and Federations
- Note the toolkit that has been prepared for you



# Purpose of a PPG

- Why bother? (pros and cons)
- Lots of WORDS/phrases BEGINNING WITH 'C'
  - Communication and health promotion
  - Critical friend
  - Carrying out surveys
  - Commissioning
  - Coordinating patient support services
- Exercise to choose your focus with your patients (see 21 Ways)



# Recruitment considerations

- Do you want an open or invited group?
- If invited, request suggestions from the practice team
- Invite people personally rather than rely on notices/newsletters etc
- Present it as a time-limited initial commitment
- Target those from under-represented groups eg parents with toddlers, working age males etc
- Recruit from within the virtual ppg if you have one.
- Identify potential leaders early
- Can involve people who have complained to the practice
- Link to other community organisations



# Step by step guide

- Gain support within the practice
- Arrange an initial meeting with patients
- Confirm approach at second meeting
- Set clear goals for the first 12 months
- Provide ongoing support: value your PPG



# Virtual PPGs

- Gathering email addresses of patients
- Data protection safeguards (see toolkit)
- Be clear about the purpose
- Likely to be more representative of your wider patient population
- Can be a route to recruiting onto the committee



# Helpful resources

- Step by step guide
- Growing patient participation campaign
- CCG support and networking of PPGs





# Your next steps

- Prepare an elevator pitch selling the ppg to a prospective patient member
- Write mini-action plan: 5 things that you plan to do when you return to the practice



# Questions and discussions

- Do you have any questions or concerns or further ideas to share?



# WORKSHOP TWO

- Overview of 'STRENGTHENING YOUR PPG'
  - Review of your current situation
  - Critical success factors
  - How healthy is your ppg?
  - Purpose, communication, representation
  - Leadership
  - Next steps



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# About your PPG

- The best thing about my PPG is...
- The aspect(s) of my PPG that I would like to improve is/are...



# Critical success factors

- What do you think are the critical success factors for patient participation groups?
- Are these in place in your own settings?



# PPG health check

- Is the purpose of the PPG clear?
- Does the PPG have the full support of the practice?
- Is there a good level of awareness among the wider practice population of the existence of the PPG?
- Is the PPG well led?
- Is the PPG/virtual PPG broadly representative?
- Will the PPG feedback positively to the CQC about their role?



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# Communication

- PPG cannot effectively provide a patient perspective if there is a low level of awareness about its role
- See communications toolkit as part of the growing patient participation campaign -  
[www.westcheshireccg.nhs.uk/document\\_uploads/westcheshirePPGs/Growing-Patient-participation.pdf](http://www.westcheshireccg.nhs.uk/document_uploads/westcheshirePPGs/Growing-Patient-participation.pdf)



# Representation

- For what proportion of patients does the practice hold email addresses?
- Consider collecting these systematically in reception (could serve an additional purpose eg asking people if they wish to be on the carers' register if you have one) (see toolkit)
- Are patients on local community groups who can reach out to larger numbers of people?



# Leadership

- Good links between practice and PPG committee
- Think about how to develop your PPG chair (& others)
- Build links with other PPGs
- Have open discussions about succession arrangements



## Next steps

- Please prepare an elevator pitch to persuade an interested patient to join your PPG
- Write down up to 5 actions that you are going to take to strengthen your PPG



# Questions and Discussion

- Any thoughts, questions or suggestions?

