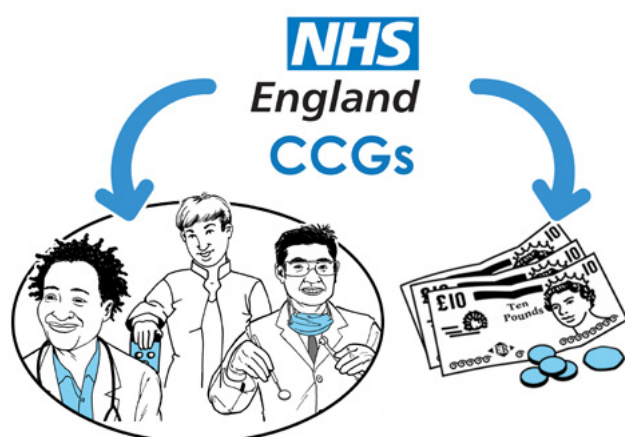
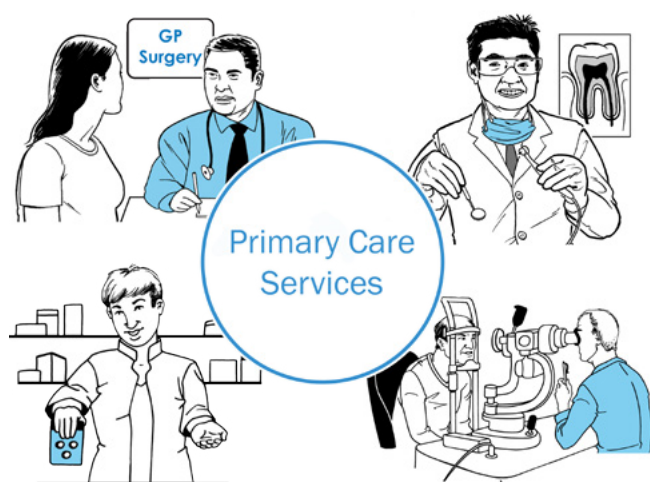


How do I get involved in primary care commissioning?

Information for patients and the public



What is primary care?

Primary care services are your GP (doctor), dentist, optician (eye health) and chemists.

Doctors are the biggest part of primary care services. There are more than 5 million doctors' appointments in England every week.

NHS England and Clinical Commissioning Groups (CCGs) are in charge of planning and paying for primary care services. They are also in charge of making sure health services are good quality and meet people's needs.



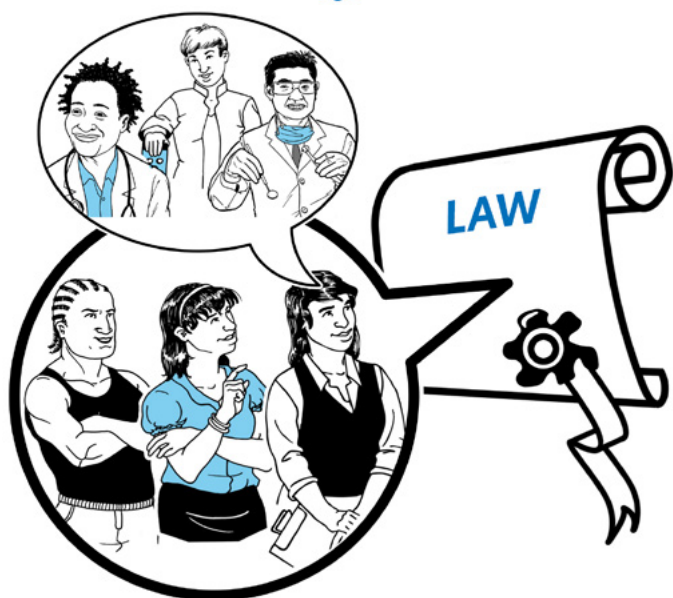
There is more information about what CCGs do on page 7.



NHS England is taking a new approach to involve people in primary care services.



NHS England wants patients and the public to be at the heart of everything it does.



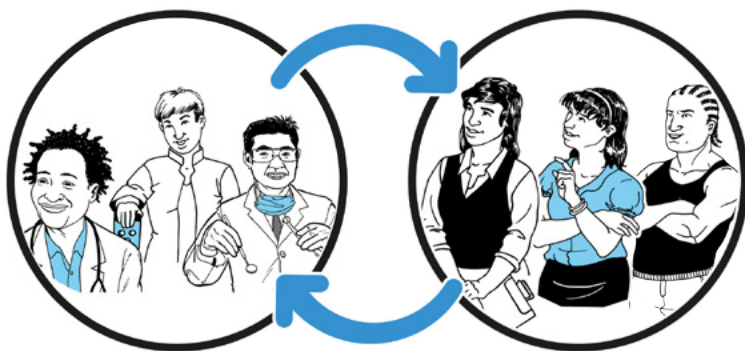
The law says NHS England must involve the public when planning and paying for primary care services.



We are using people's experiences and ideas to help plan services. We especially want to make sure we listen to the groups that are the least likely to be heard and have the worst health.



How do I get involved in my local area?



There are many ways for people to take part and help make decisions about primary care services.



Give feedback on primary care services

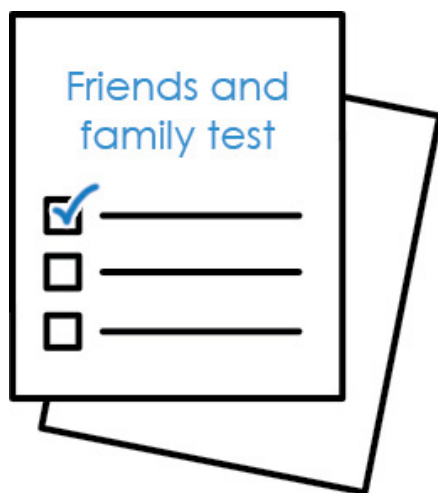
Some ways you can do this are:



- Completing local and national surveys. An example of this is the **GP Patient Survey**, which is sent to over 1 million people in the UK.

You can find out more about this survey at:

www.gp-patient.co.uk/about



- Completing the **Friends and Family test** and letting GPs, hospitals and other services know what you think about the care you had. Most GP and dental practices have feedback forms and collection boxes in their waiting rooms.
- Making comments and complaints and asking questions.



If you want to make a complaint you can complain to the place where you had your treatment, for example your GP practice, or to NHS England.



If you have already complained to the place where you had the treatment NHS England will not be able to look into the complaint again.

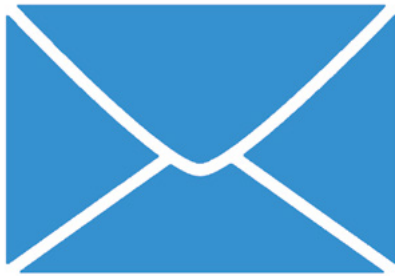


NHS England Customer Contact Centre

Telephone:
0300 311 22 33



Email:
england.contactus@nhs.net

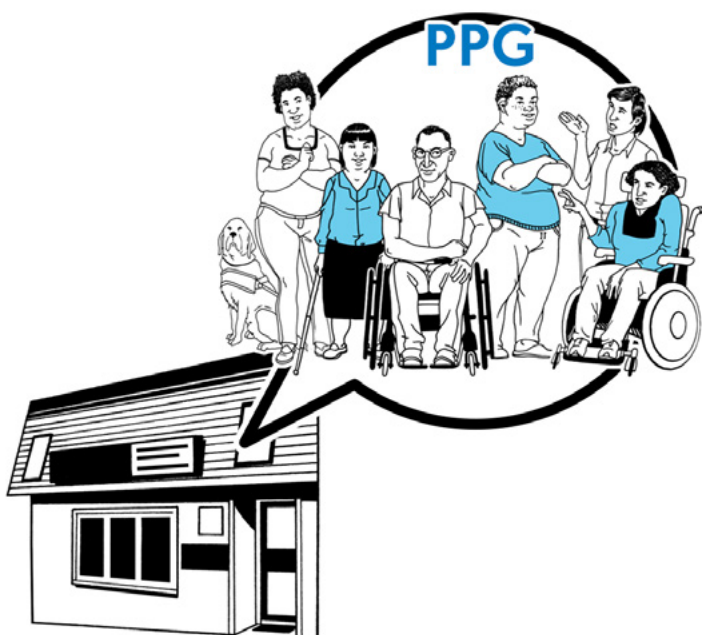


Post:
NHS England
PO Box 16738
Redditch
B97 9PT



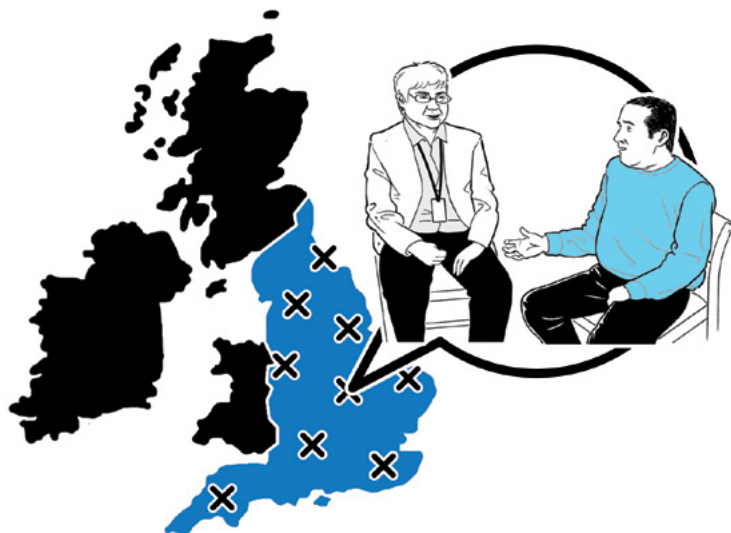
For more information about the what happens with complaints, you can visit NHS England's website:

**[www.england.nhs.uk/
contact-us/complaint](http://www.england.nhs.uk/contact-us/complaint)**



Join your local Patient Participation Group

All GP practices must have a Patient Participation Group (PPG) which is made up of patients who use the practice. They work together to improve services. Ask about how to get involved at your GP practice.



Get involved with Healthwatch

Local Healthwatch organisations all over England look into people's health care experiences and any issues they have. You can find your local Healthwatch here:

**[www.healthwatch.co.uk/
find-local-healthwatch](http://www.healthwatch.co.uk/find-local-healthwatch)**



Get involved in your Clinical Commissioning Group (CCG)

CCGs are parts of the NHS in charge of planning and paying for health care services for people in their local area.



CCGs ask local people to get involved in health care services in many different ways, for example by holding meetings.



You can get in touch with your local CCG and ask them about how you can get involved in their work. You can find your local CCG here:

www.nhs.uk/Service-Search/Clinical-Commissioning-Group/LocationSearch/1

Find out about your Health and Wellbeing Board

Local Health and Wellbeing Boards join up the NHS and local authorities when they are making decisions about primary care services. This means they can work together.

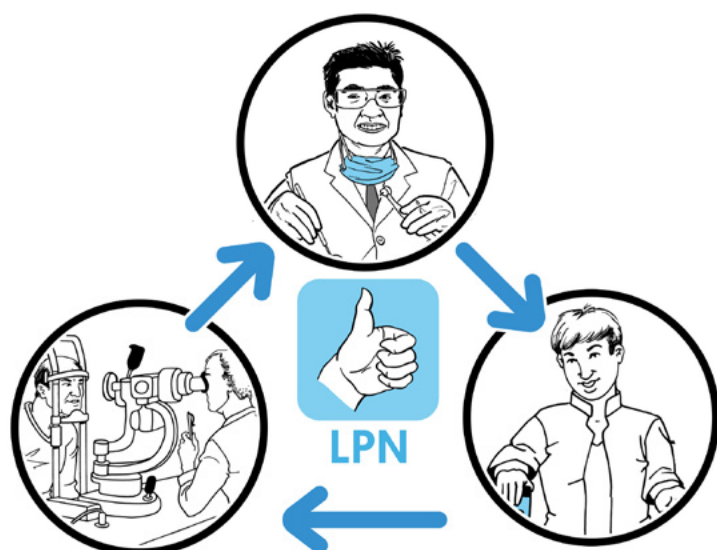


These boards always include local Healthwatch members and sometimes people from local charity and community groups.



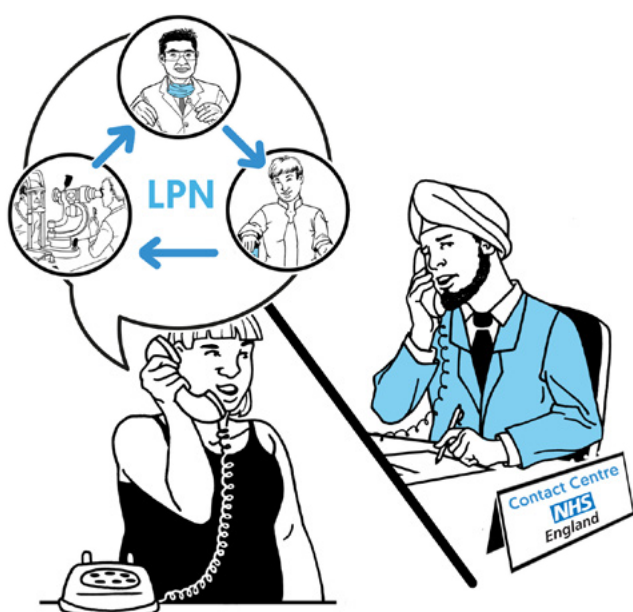
For more information about how Health and Wellbeing Boards work, you can visit:

www.regionalvoices.org.uk

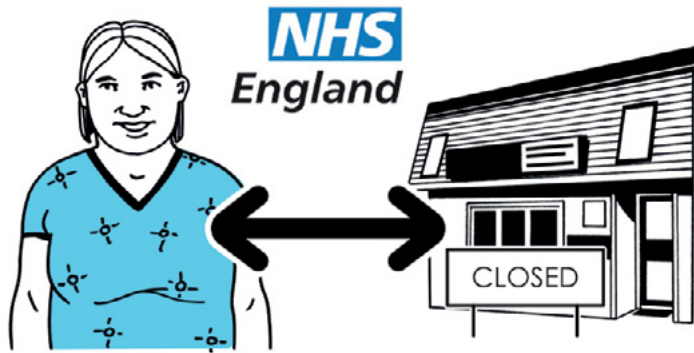


Dental, pharmacy and optician (eye health) services

NHS England organises local professional networks (LPNs) which bring together dentists, pharmacists and opticians to improve local services.



You can find out more about your local LPN by contacting the NHS England Customer Contact Centre. Their contact information is on pages 5 and 6.

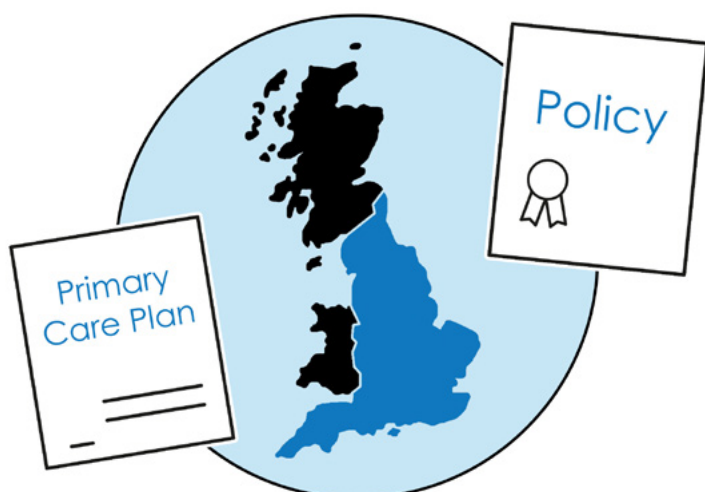


The NHS may involve you when it is making plans about local primary care services. An example of when this would happen is if a GP practice was closing or moving.



The way the NHS involves patients depends on the change that is planned. You could get a letter about the plans. You could be invited to a meeting to talk about them.

How do I get involved at a national level?



Some examples of activities that are done at national level are:

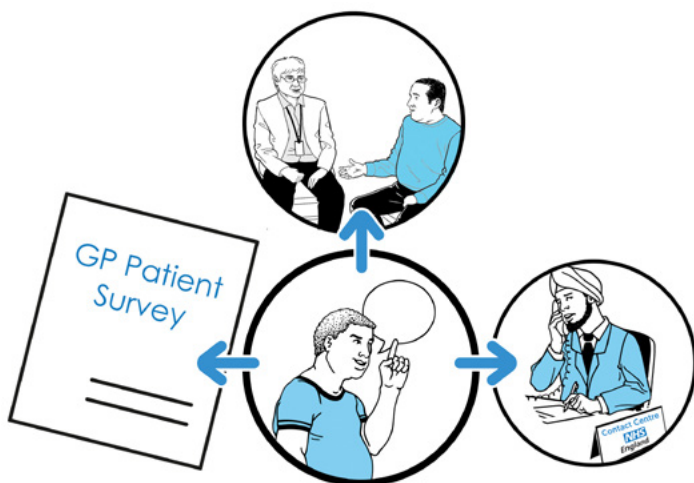
- Planning primary care services and providing advice on how we make services as good as possible.



- Agreeing national contracts for GP, dental and other primary care services.



Primary care planning and work at a national level is partly based on feedback from patients. This is why your feedback is important.



This feedback comes from the **GP Patient Survey** and the **NHS England Customer Contact Centre** as well as **Healthwatch** and other partners.

Patient and public roles on NHS England groups and committees



Members of the public are part of some of NHS England's groups and committees. These roles are advertised so that members of the public can apply for them.



They are advertised in our NHS England newsletter called **In Touch**. The newsletter also includes news about other NHS England work. You can sign up to get email copies of In Touch by using the form on our website:



[www.england.nhs.uk/
publications/bulletins/in-
touch](http://www.england.nhs.uk/publications/bulletins/in-touch)



If you have any questions about anything you have read in this document, or want to find out how you can get involved, please email: **england.nhs.participation@nhs.net**



A full version of this document can be found on the NHS England website: **www.england.nhs.uk/commissioning/primary-care-comm/involving-the-public**

Wordbank

Clinical Commissioning Group

Parts of the NHS in charge of planning and paying for health care services for people in a local area.

Commissioning

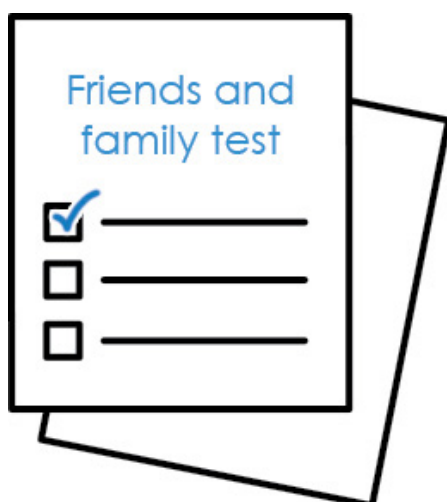
Planning and paying for services.

Contract

An agreement between individuals or organisations that says who will do what, and how much money they will get.

Friends and Family Test

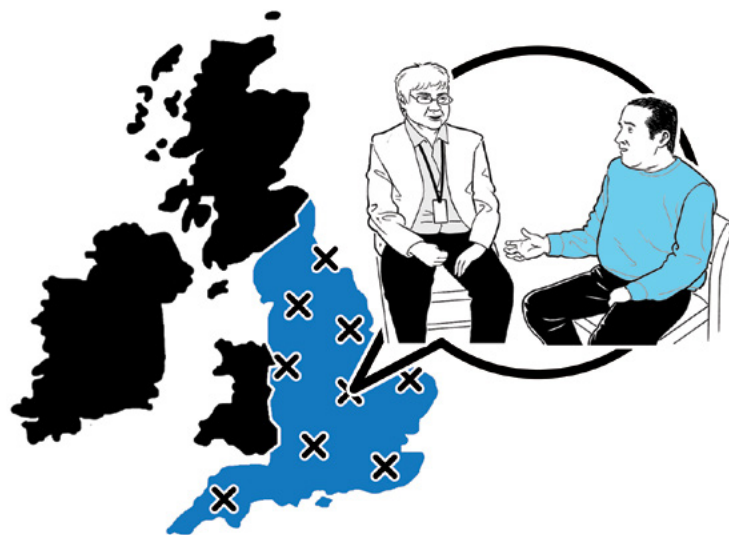
The NHS wants everyone to get the best possible care and treatment. The Friends and Family Test helps to do that. The questions are a chance for patients to tell GPs, hospitals and other services what you think about the care you had.





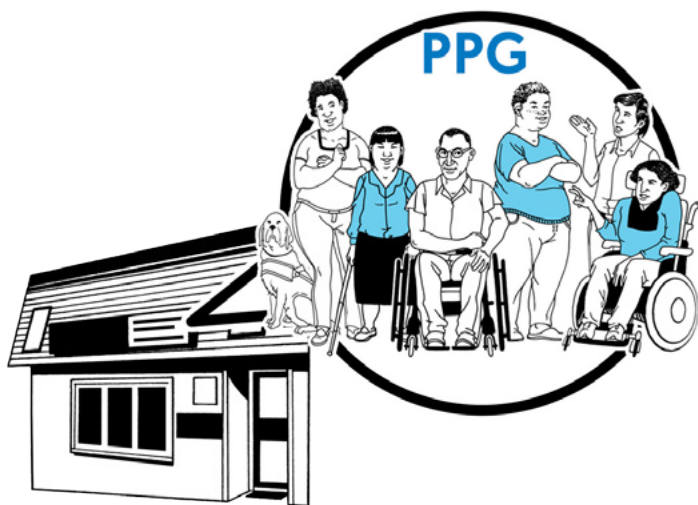
GP Patient Survey

A list of questions to patients about the services they get from their GP practice (family doctor).



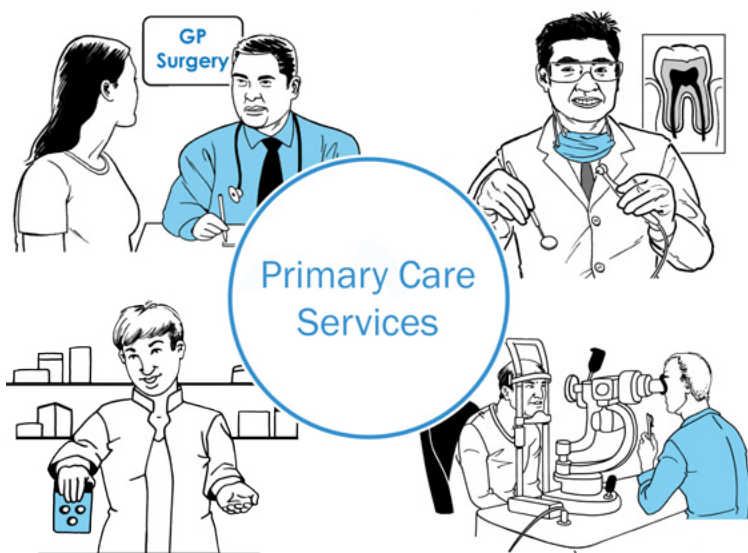
Healthwatch

Healthwatch is an independent organisation that helps people speak up about health and social care. It speaks up for adults and children. It makes sure the government, NHS, health and social care services listen to the people who use them.



Patient Participation Group

A group of people in a GP practice that work to improve services.



Primary care services

Health services that people get from GPs (family doctors), dentists, opticians and pharmacies (chemists).