

**Patient Participation Group**

**Checklist**

# Introduction

* 1. In June 2014, NHS England commissioned the Patients Association to undertake a project on the development of Patient Participation Groups (PPGs) across Devon, Cornwall and the Isles of Scilly. PPGs provide an opportunity for Primary Care to actively encourage feedback from the public, patients and staff with a view to influencing the improvement of services.
  2. The NHS England strategy for Primary Care states that patients are at the heart of all it does. To achieve this, PPGs have a very important role, but currently they vary in size, effectiveness and influence. The GP contract 2015/16 has a requirement that all GP Practices should have a PPG in place.
  3. This checklist provides an opportunity for PPGs to review their current format and consider opportunities for improvement and development. It is designed to be used as a self-assessment checklist to identify areas to focus on.

Updated August 2015

# PATIENT PARTICIPATION GROUP CHECKLIST

**Practice Name…………………………………………………… Date …………………….**

|  |  | **Things to Consider** | **Yes/No** | **Actions to be taken** |
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| **1.** |  | **Setting up** |  |  |
| 1.1 |  | Have you read the guidance notes on **Starting a Patient Participation Group** in the **PPG Information and Support Pack**? |  |  |
| 1.2 |  | Are there sufficient people (1-6) interested to start an organising committee? |  |  |
| 1.3 |  | Do you have a possible chair with the necessary qualities? |  |  |
| 1.4 |  | Have you allocated other roles, such as Secretary and a link for Facebook, etc? |  |  |
| 1.5 |  | Is there an identified PPG practice manager or GP lead? |  |  |
| 1.6 |  | Have you held an open meeting in the daytime /and or evening? |  |  |
| **2.** |  | **Recruitment** |  |  |
| 2.1 |  | Are there other local organisations in place and have you linked with these?  Consider:   * Voluntary groups * Mums and toddler groups * Sports groups * Flu clinics * Large employers (e.g. council, NHS, others) * Small employers * Charity shops * Other?   ]  , |  |  |
| 2.2 |  | Do you have a pre- or post-registration nursing or medical student or other university student linked to your practice?  Do students provide help with :   * Projects * Newsletter * Social media * Patients surveys and other feedback * Health promotion * Condition-specific support groups? |  |  |
| **3.** |  | **Meetings** |  |  |
| 3.1 |  | Venue for meetings?   * Local community instead of at the General Practice? * Library /community centre, pub etc? * Other ideas? |  |  |
| 3.2 |  | * Consider the best time of day for meetings |  |  |
| 3.3 |  | * Do you have a PPG work plan in place to focus your activity on? |  |  |
| 3.4 |  | * Are meetings structured with chair, agendas, minutes, terms of reference? * Have you read the **Template for Terms of Reference** in the **PPG Information and Support Pack**? |  |  |
| 3.5 |  | Is there a virtual /electronic membership set up as way to reach larger numbers/and people who don’t attend face-to-face meetings?   * Is the virtual group regularly contacted? * Are they sent newsletters/surveys etc? * Do you have a dedicated PPG member who takes responsibility for links with the virtual group? |  |  |
| 3.6 |  | Is there good regular attendance of PPG members? |  |  |
| 3.7 |  | Is there clarity on PPG member roles and specific focus of these?  Have you read the guidance sheet on **Roles and Responsibilities** in the **PPG Information and Support Pack?** |  |  |
| 3.8 |  | Is there good team working between PPG members? |  |  |
| 3.9 |  | Is there opportunity to voice constructive challenges and questions for the practice as a 'Critical Friend'? |  |  |
| 3.10 |  | Are there sessions on health awareness topics to encourage members of the public to be better informed? |  |  |
| **4.** |  | **Communication and publicity** |  |  |
| 4.1 |  | Is there a dedicated patient group notice board in the practice with publicity material displayed?   * Posters for recruitment * Leaflets produced about what group is and how to become a member/provide feedback? * Is the practice electric screen used to display PPG information? * Regular slot in local press?   Have you looked at the templates for posters and flyers/leaflets in the **PPG Information and Support Pack**? |  |  |
| 4.2 |  | * Use of practice website and development of social media to promote the work and awareness of the PPG.   + Page on practice website?   + Is there a Facebook page?   + Use of Twitter?   + Is training needed/completed?   + Is there a contact email for the PPG chair?   + Is there a PPG group email address? |  |  |
| 4.3 |  | Are there coffee mornings/evening talks at practice or elsewhere to heighten awareness? |  |  |
| 4.4 |  | Does someone from your PPG visit other organisations/ groups to give talks about the PPG to raise awareness? |  |  |

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| **5.** | **Training and development** |  |  |
| 5.1 | Have the chair or other members received training or support in :   * Chairing meetings * Dealing with difficult situations * Structure and work of NHS * Understanding how a GP practice runs as a business * Patient Leadership * Individual responsibilities around confidentiality * Other? |  |  |
| 5.2 | Do you take part in a mentoring/buddy scheme? If so are you   * Mentoring/buddying with other practices * Receiving mentoring/buddy? |  |  |
| 5.3 | Do any of your members take part in activities to promote activities such as service user/patient involvement and co-production (i.e., working together as equals)? This could include activities such as:   * Assessing health or social care students * Contributing to curriculum design * Attending other patient groups or involved in consultations |  |  |
| **6.** | **Influencing wider planning and commissioning** |  |  |
| 6.1 | Do you participate in a local /area/umbrella PPG network or a sub group to share ideas/concerns?  (e.g., health awareness, specialist topics, condition-specific support groups. Other people could be co-opted onto these groups) |  |  |
| 6.2 | Do you receive regular information from:   * Clinical Commissioning Group * Acute /mental health trusts * Council/ social care * Health and Wellbeing Board * Other |  |  |
| 6.3 | Do you have a representative attending the following forums:   * Clinical Commissioning Group network/locality meetings * Hospital patient councils/forums * Mental health forums * Learning Disability Boards * Older people forums * Citizen Panel * Other forums? |  |  |

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| 6.4 | Do you have firm links with other key organisations (this might be getting regular information from them or having members who also belong to them) such as:   * Patients Association * HealthWatch * Other voluntary organisations? |  |  |
| 6.5 | As a PPG, do you have membership of a national body such as:   * Patients Association * National Association of Patient Participation Groups (NAPP) * Other? |  |  |
| 6.6 | Do you promote and publicise what changes have been made as a result of work of the PPG to:   1. The practice meeting 2. Local press 3. Other? |  |  |

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| **7.**  **7.** | **Gathering and using patient feedback** |  |  |
| 7.1 | Are you involved in gathering patient views for the practice (e.g., Friends and Family Test, local GP survey, PPG survey, other)? |  |  |
| 7.2 | Are you aware of the key issues for your local patient community? |  |  |
| 7.3 | Have you seen or completed a demographic health profile of your local population? |  |  |
| 7.4 | Do you analyse/collate patient data from a variety of different sources? |  |  |
| 7.5 | Do you regularly view/analyse anonymised concerns and complaints in your practice?  Do you see data?  Do you see themes?  Do you see the action and learning outcomes from complaints? |  |  |
| 7.6 | Have you been part of a Care Quality Commission (CQC) inspection and are your views fed into this? |  |  |
| 7.7 | Any other thoughts /actions needed? |  |  |