

## Patient Participation Policy

**Effective: Apr17**

**Review Due: May18**

### Introduction:

The purpose of the Patient Participation Group is to ensure that patients and carers are involved in decisions about the range, shape and quality of services provided by their practice.

The aims to promote the proactive and innovate engagement of patients and carers through the use of effective PPGs and to act on a range of sources of patient and carer feedback such as:-

- Patient survey;
- Reviewing complaints and suggestions, for example in a practice post box or on online forums, or any other existing practice survey;
- Local voluntary & community groups or existing groups attached to the Practice Healthwatch;
- Practice champions and peer support groups;
- Other local surveys arranged by CCG or commissioning support units (CSU);
- CQC reports;
- FFT Friends and family test (due Dec14 to continue to Mar18).

Progress against the resulting action plan should be reported back and agreed with the PPG and publicised to the practice population on the practice website, in the practice and by any other reasonable means.

The aim is to build on the existing arrangements by:

- Promoting innovative forms of patient participation;
- Ensuring participation is representative particularly in seldom heard groups, including patients with mental health conditions who may be underrepresented;
- Improving the focus on outcomes of patient participation as opposed to processes.

It is intended that the service should promote innovative forms of patient participation to provide accurate feedback from all groups, and allow a better understanding of patients and carer needs for example:

- Innovative forms of communication and insight between the practice and patients to co-design services that meet the needs of their practice population;
- Improving communication channels with people whose practices may otherwise not get the opportunity to engage, particularly vulnerable patients;
- Developing patient champions who work with practices to support particular issues, or particular groups such as patients with mental health conditions;
- Supporting patients so that they are able to manage and make decisions about their own care;
- Holding annual events with practice population to showcase progress achieved / future plan;
- Providing opportunities for patients to find out more about how the practice and the wider health economy works.

## **The Practice will meet the following key requirements:**

- The Practice will develop & maintain a PPG that gains the views of patients and carers and enables the practice to obtain feedback from the practice population.
- At a frequency agreed with the PPG, the PPG and practice staff will review patient feedback received by the practice from sources such as those listed previously.
- The Practice and PPG will develop and agree an action plan (based on three key priority areas) and agree how the practice will implement improvements.
- The Practice will publicise the actions taken to the practice population, including providing the PPG with updates on progress and assessment of subsequent achievement within the timescales agreed.
- The practice and PPG will complete a reporting template to report the actions taken during the year, the involvement of the PPG and the outputs which have been achieved, i.e. how patients and carers benefited from the improvements.
- The reporting template will be posted on the website and displayed in the practice. Other relevant and appropriate steps will be taken to publicise the improvements to the practice population, including seldom heard groups.

## **Developing the PPG**

The practice must develop a properly constituted representative PPG that both reflects and gains the views of its registered patients and enables the practice to obtain feedback from a cross section of the practice population which is as representative as possible.

As the Practice has previously taken part in this service, it will review and develop the PPG to ensure its size and composition remains representative of the registered practice population.

To facilitate this, the practice will gain a detailed and thorough understanding of its practice profile, using all relevant information sources.

In the event that the practice has been unable to encourage patient participation by a certain patient group or groups, it will demonstrate what steps have been taken to try and engage that group.

## **Identify Key Priorities, develop an action plan and agree with PPG how the Practice will implement changes**

Based on the patient and carer feedback, the Practice will agree with the PPG at least three clear priorities for improvement. An action plan will be produced and agreed with the PPG, incorporating how the practice will report back, how these priorities have been met and how they have achieved improvements for the quality of outcomes for patients.

In the event that the requirement for any significant change in the way a service is provided or delivered, the practice will seek the agreement of its PPG to any proposals it makes, prior to making the change.

In the event that the Practice proposes any significant change to a service to which the PPG agreement has not been obtained, the practice will obtain the agreement of NHS England to its proposals.

## **Monitoring**

The Practice will publicise the actions taken and provide the PPG with updates.

The Practice will make its practice population aware of the actions taken for the three priorities, the involvement of the PPG and the outputs which have been achieved, using one or more of the following options:

- The Practice website,
- NHS Choices website,
- Posters in waiting rooms and/or
- Summary results sent to those who provided survey input (electronically or by post, as appropriate).

Should there be an on-going disagreement with the PPG on proposed actions, this will be publicly highlighted with the practice's rationale for deviating from the accepted plan.

The report will be discussed and agreed with the PPG and confirmation that this has happened will be included in the report. The PPG will complete the relevant section of the reporting template.

The Practice will be submitted to NHS England via the standard template designated for this purpose.

The Practice will ensure that the following are made aware that the report is available, and where it can be viewed:

- The PPG
- Those who answered any bespoke surveys issued by the practice
- The wider practice population
- The CCG
- Local Healthwatch (which might facilitate effective working between the LH and the PPG)
- Local voluntary and community groups
- CQC at the time of inspections/registration.



## **Patient Participation – Supporting Documents**

**Effective : Oct15**

**Review Due : Oct17**

### **Contents:**

<b>Page 3</b>	-	Poster to recruit people to join the Practice Patient Participation Group
<b>Pages 4 &amp; 5</b>	-	Application form to join the Practice Patient Participation Group
<b>Pages 6 &amp; 7</b>	-	Patient Leaflet advising how to become a “Virtual Member of the PPG
<b>Page 8</b>	-	Virtual Patient Participation Group Contact Form
<b>Page 9</b>	-	Poster giving advance notice of when PPG will be speaking to Patients
<b>Page 10</b>	-	Patient Questionnaire to identify priority areas for the PPG
<b>Page 11</b>	-	Letter of invitation to join the PPG
<b>Pages 12 &amp; 13</b>	-	PPG Constitution Template
<b>Page 14</b>	-	PPG Members – Confidentiality Statement
<b>Page 15</b>	-	Suggested wording for an LED Display to recruit PPG Members



## **PRACTICE PATIENT PARTICIPATION GROUP**

Do you want to improve health and health services in your local community?

**Do you want to have the opportunity to have a voice and get involved in the way your health service is run?**

Do you want to help shape and improve services and even get involved in shaping and delivering new and exciting services?

If you answered **YES** to any of the above questions then you may be the right person to join our ***NEW Practice Patient Participation Group***.

Let us hear about your experiences, views and ideas for making services better.

The Practice is looking for people from all ages and backgrounds who are enthusiastic about influencing and improving the way that local healthcare is delivered.

If you are interested, please ask for the Practice Patient Participation Group Application Form at Reception.

**If you have any questions or queries please do not hesitate to contact: Anthony Hockey, Practice Manager**

**On**

**01661 839370 or email [prudhoemedicalgroup@nhs.net](mailto:prudhoemedicalgroup@nhs.net)**

# Prudhoe Medical Group

## PATIENT PARTICIPATION GROUP APPLICATION FORM



### **Making Services Better: Your Views**



Prudhoe Medical Group is committed to improving the services we provide to our patients.

To do this, it is vital that we hear from people like you about your experiences, views, and ideas for making services better.

If you are interested in getting involved, please complete and return this form to Anthony Hockey, Practice Manager at the practice.

By expressing your interest, you will be helping us to plan ways of involving patients that suit you.

It will also mean we can keep you informed of opportunities to give your views and up to date with developments within the Practice.

<b>Name:</b>		<b>Postcode:</b>	
<b>Email Address:</b>			

### **What sort of things might you be interested in taking part in?**

*Please tick all Blank boxes that apply to you.*

<b>Attending meetings during the day</b>	
<b>Attending meetings during the evening</b>	
<b>Questionnaires</b>	
<b>Telephone Interviews</b>	
<b>Face to face interviews</b>	
<b>Receiving newsletters and updates</b>	
<b>Other events and initiatives</b>	
<b>Please tell us if you have any ideas about other ways you could tell us your views:</b>          	

This additional information will help to make sure we try to speak to a representative sample of the patients that are registered at this Practice.

<b>Are You?</b>	<b>Male</b>		<b>Female</b>	
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<b>Age Group</b>	<b>Under 16</b>		<b>17 – 24</b>		<b>25 – 34</b>	
	<b>35 – 44</b>		<b>45 – 54</b>		<b>55 – 64</b>	
	<b>65 – 74</b>		<b>75 – 84</b>		<b>Over 84</b>	

To help us ensure our contact list is representative of our local community, please indicate which of the following ethnic background you would most closely identify with?

<b>White:</b>					
British Group		Irish			
<b>Mixed:</b>					
White & Black Caribbean		White & Black African		White & Asian	
<b>Asian or Asian British:</b>					
Indian		Pakistani		Bangladeshi	
<b>Black or Black British:</b>					
Caribbean		African			
<b>Chinese or other ethnic Group:</b>					
Chinese		Any Other			

How would you describe how often you come to the practice?

Regularly		Occasionally		Very rarely	
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*Thank you.*

*Please note that no medical information or questions will be responded to.*

*The information you supply us will be used lawfully, in accordance with the Data Protection Act 1998.*

*The Data Protection Act 1998 gives you the right to know what information is held about you, and sets out rules to make sure that this information is handled properly.*

## Prudhoe Medical Group

Kepwell Bank Top, Prudhoe,  
Northumberland, NE42 5PW

[www.prudhoemedicalgroup.com](http://www.prudhoemedicalgroup.com)



### How to join the Virtual Patient Participation Group

If you would like to become a member of the Virtual Patients Group Scheme, use any of the following methods:

Email us at [prudhoemedicalgroup@nhs.net](mailto:prudhoemedicalgroup@nhs.net)

*(Please ensure you provide your name AND preferred email address)*

Visit the Practice or Phone on **01661 839370** and request a Contact Form – please return it to the Practice when you have completed it.

## Members of the Prudhoe Medical Group Patient Participation Group

### Group Members:

Alan Greenall  
Sandra MacKinnon  
Peter Kerry  
Tony Reid  
Andy Gill  
Lynsey Hopkins  
Eileen Asbury  
Elaine Heane  
Jennifer Collins  
Ann Egan (GP)  
Anthony Hockey (Practice Manager)

This facility is intended for this purpose only and not for personal medical issues or complaints for which there are procedures already in place

## Prudhoe Medical Group

### PATIENT PARTICIPATION GROUP



**We want to hear from you**

**You can have your say on  
health matters**

The information you supply will be used to contact you by email for your opinion on a range of topics.



## What is the role of the Patient Participation Group?

At its simplest, patient participation refers to patients such as you who are taking an active interest in healthcare

It gives you, the local people, a say in how our services are planned, developed and evaluated, by developing a good working relationship with the practice staff and GPs.

To date we have taken on the job of maintaining the notice boards in an effort to provide you, the patient, with information about health issues and details of where you can find help and support

Our members get involved in CCG consultations and we recently set up the information kiosk currently standing in reception.

We carry out surveys seeking your opinion on various matters, from this, we consider changes that you feel are needed to improve the services and then implement them wherever possible

**Do you have something to say,  
but don't have the time to attend  
meetings?**

***Do you have ideas  
about how to improve  
your local Practice?***

***Do you have ideas  
about how to improve  
your local health service?***

**If so,  
then why not join the  
“Virtual Patient Participation  
Group”**

## What is the Virtual Patient Participation Group?

This is a group which has been set up in response to patients who have said they would like to be involved in the Patient Participation Group but are unable to attend meetings.

As a member of the Virtual Participation Patient Group we will send you emails asking you for your opinion on a range of topics.

You decide how often and when you would like to answer.

## Benefits of becoming a Member

You can provide information about your own personal experiences.

This will help your GPs to provide an accessible and responsive service and you will be amongst the first to hear about news and updates.

## How to join the Virtual Patient Participation Group

If you would like to become a member of the Virtual Patients Group Scheme, use any of the following methods:

Email us at [prudhoemedicalgroup@nhs.net](mailto:prudhoemedicalgroup@nhs.net)  
(Please ensure you provide your name AND preferred email address)

OR

Visit the Prudhoe Medical Group Website at [www.prudhoemedicalgroup.com](http://www.prudhoemedicalgroup.com) and follow the links

OR

Visit the Practice or Phone on **01661839370** and request a Contact Form – please return it to the Practice when you have completed it.

# Prudhoe Medical Group

## VIRTUAL PATIENT PARTICIPATION GROUP CONTACT FORM



Our Patient Participation Group at Prudhoe Medical Group is encouraging patients to give their views about how the Practice is performing.



They would like to be able to ask the opinions of as many patients as possible and are asking if people would like to provide their e-mail addresses so that they can contact you by email every now and again to ask you a question or two.

If you are happy to be contacted periodically by e-mail please complete your details below and return this form to Reception, a Patient Participation Group Representative, or post it in the 'secure box'.

<b>Name:</b>		<b>Postcode:</b>	
<b>Email Address:</b>			

This additional information will help to make sure we try to speak to a representative sample of the patients that are registered at this practice.

	<b>Are You?</b>	<b>Male</b>		<b>Female</b>	
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<b>Age Group</b>	<b>Under 16</b>		<b>17 – 24</b>		<b>25 – 34</b>	
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Chinese		Any Other			

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*Thank you.*

*Please note that no medical information or questions will be responded to.*

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Prudhoe Medical Group

# Patient Participation Group

Members of our PPG  
will be in the Practice on  
**“To be confirmed”.**

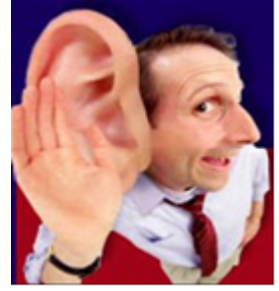
to speak to patients about how we can  
improve on what do and what services we  
offer to patients

If you can,  
please take the time to speak to them,  
as we are trying to improve  
the Practice and the services we provide  
and would like your views.





## Your Views on Making Our Services Better.



The Prudhoe Medical Group is committed to improving the services we provide to our patients. To do this, it is vital that we hear from people like you about your experiences, views, and ideas for making services better.

We are planning our next annual survey and to ensure that we ask the right questions, we would like to know what you think should be our key priorities when it comes to looking at the services we provide to you and others in the practice.

What do you think are the most important issues on which we should consult our patients?

For example, which of the following issues do you think we should focus on:

Clinical Care		Getting an appointment	
Opening Times		Reception issues	
Car Parking			
Other Issue(s): <i>(Please give as much detail as you possibly can)</i>			

Thank you for your help with this most important matter.

**Prudhoe Medical Group, Dr Syntax Road, Kepwell Bank Top, Prudhoe,  
Northumberland, NE42 5PW**

**Tel. No: 01661 839370**

**Fax No: 01661 836338**

**Email address [Prudhoemedicalgroup@nhs.net](mailto:Prudhoemedicalgroup@nhs.net)**

**[www.prudhoemedicalgroup.com](http://www.prudhoemedicalgroup.com)**

### **Prudhoe Medical Group Patient Participation Group**

The Prudhoe Medical Group Patient Participation Group meets every 2 months and discusses issues that the Practice would like a patient's point of view on and any ideas or questions that the Group or patients raise.

The meeting comprises up to 6 to 7 patient currently patient group members, GP and our Practice Manager.

The reason for holding the "Open Day" today was a suggestion from the Group as they thought it would be a good way to publicise the Group's existence and also find out what Patients think of our Practice, and how we can improve.

And it's been a great success!

We do hope you will be able to attend our next meeting which is to be held every 2 months details to be shared in our waiting room and on our website.

Please do give me a call and let me know if you can attend and I will then send you the minutes and Agenda.

I look forward to meeting you.

Yours sincerely

A Greenall  
Chairman  
Prudhoe Medical Group Patient Participation Group

# Prudhoe Medical Group

## PATIENT PARTICIPATION GROUP CONSTITUTION

### Our Practice Patients Participation Group Rules

**1) Name:**

The name of the group shall be Prudhoe Medical Patient Participation Group.

**2) Objectives:**

The objectives of the group shall be to promote the benefit of the patients of the Practice without distinction of gender, race, colour or political, religious or other opinions by encouraging development and quality of health promotion and health care services.

This aim will be achieved by liaising with the doctors and staff, other community health workers, Health Authorities and other persons or organisations concerned with health care.

The Group will be affiliated to the National Association for Patient Participation (N.A.P.P).

**3) Membership:**

This shall be open and free to all Patients and Staff of the Practice, irrespective of political party, nationality, religious opinion, race, gender or colour.

**4) Aims:**

- a) **Communication** – Members of the Group will act as a communication channel between the Practice team and the community in order to help patients use the facilities to the best advantage and the practice to implement policies influenced by representative patient views, not personal views.
- b) **Patient Charter** – The group may from time to time conduct surveys on behalf of the Practice in order to develop and monitor the practice mission and patient services.
- c) **Health Education** – The group will participate and help the Practice to review the health education needs in the community in order for the Practice to provide appropriate and useful community health education material.
- d) **Community Needs** – The group will have a role in assisting an assessment of community needs to help the Practice improve its services.
- e) **Clinical Commissioning Groups** – The group will be informed and involved with reviewing the general policies relating to the Clinical Commissioning Group which impact on the Practice. Representatives from the group will attend bi-monthly Practice Based Commissioning cluster meetings with CCG representatives. The group will then express opinions on these policies on behalf of the patients.

***NOTE: Areas not covered by the PPG are: Finances, staff employment and disciplinary, management procedures, complaints from patients (which should be directed to the Practice via the Complaints Procedure).***

## **5. Committee & Officers:**

The Committee shall consist of 3 officers – a Chairperson, Vice Chairperson and Secretary. These roles of the Committee members will be nominated and elected annually.

The Committee shall be empowered to manage the affairs of the group and to take any action on its behalf to the aims of the group.

### **Roles of the Officers**

Chairperson:	to chair the meetings and manage the affairs of the group.
Vice Chairperson:	to chair the meetings on the chairman's behalf and manage the affairs of the group when required.
Secretary:	to take minutes and distribute agenda, minutes and any other information required on behalf of the group.

## **6. Election & Retirement of committee members:**

Any patient may nominate themselves for election to the Committee at the Annual General Meeting.

All officers and committee may offer themselves annually for re-election. If more than one Nomination is received for an officer position, then a vote must take place.

## **7. Meetings of the Group:**

The group shall endeavour to meet not less than four times in any one year.

## **8. Minutes:**

Minutes shall be kept and the Secretary shall enter a record of all proceedings and resolutions.

## **9. Dissolution:**

If the Committee decides at any time that on any grounds it is necessary to dissolve the Group it shall call a Special General Meeting.

## **10. Alterations to the Constitution:**

Any proposal to alter this constitution must be delivered in writing to the Secretary not less than 14 days before the date of the meeting at which it is first to be considered and shall be advertised together with the date of the meeting.

An alteration will require the approval of a two thirds majority of Committee members or a simple majority of those voting at the Annual General Meeting.

Notice of such meeting must be given in accordance with normal procedures.

This constitution was adopted as the Constitution of Prudhoe Medical Group Patient Participation Group.

Signed Chairperson: .....

Signed Vice Chairperson: .....

Signed Secretary: .....

## Prudhoe Medical Group

### Confidentiality Statement for Patient Participation Group Members

During the course of your time attending meetings within the Practice you may hear or see information about staff, patients or other matters.

The disclosure of this information to anyone is considered to be serious misconduct and could contravene The Data Protection Act.

Unauthorised disclosure of confidential information is a serious matter for you, the patient and the Practice and could lead to legal action to all parties involved.

Signed: .....

Dated: .....

Print Name:.....

For and on behalf of the Prudhoe Medical Group

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I acknowledge receipt of this statement, have read, understood and agree to be bound by its contents.

I have also signed a copy to be retained by the Practice.

Signed: .....

Dated: .....

Print Name:.....

## Patient Participation Group

### Suggested wording for an LED Display to recruit PPG Members

***'The Prudhoe Medical Patient Participation Group needs your views!  
Please ask Reception for a form to join our Contact List'***