

Pemberton Surgery

Patient Participation Group



Welcome

Patient participation groups were developed as a way to extend patient involvement.

It is a format that encourages people to engage with both the NHS and their own health care.

The groups can provide practical support for the practice.

They can help contribute to the continuous improvement of services.



Why PPGs?



Mission Statement

Why do we need a mission statement?

- It helps publicise the vision, values and intention of an organisation/group.
- It will focus the group - a mission statement is best developed with the input of all members.
- The best mission statements are 3-4 sentences long.
- Believe in your mission statement - if you don't how will you expect others to?

An Example of a Mission Statement from Walt Disney:

"To make people happy"



Develop Aims & Objectives

Aims

- To participate in the health improvement of the local population
- To encourage patients to engage in their own healthcare

Objectives

- To have knowledge on issues that impact on health
- Being a signpost to other services and agencies
- Sharing experience & feeding back
- Identifying areas with scope for improvement
- Highlighting excellence
- Turning knowledge into action
- Supporting change
- Bringing peers together for mutual encouragement
- Promoting self-management
- Linking into the community



What can you do to help?

- Provide services/facilities in the surgery
i.e. health promotion (where space allows)
- Fundraising
- Help with patient surveys, and discuss results
- Contribute to service development and decision making
- Lobby local organisations, patients etc.



This is not:



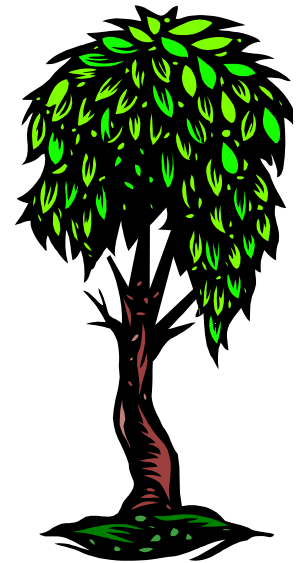
- A forum for individual complaints
- A tool for implementation of the Government's or any individual's pre-determined agenda
- Unwanted extra workload



Continuing Growth

We must make sure we:

- Monitor progress against objectives
- Publicise our successes
- Involve people
- Learn from other groups
- Expand activity (we do not want to become stale)
- Review our objectives regularly



Available Resource

National Association of Patient Participation: N.A.P.P

What does N.A.P.P do?

- Helps with the formation of patient participation groups
- Provides information for groups
- Organises national and local conferences for groups to share best practice
- Maintains a nationwide network of groups
- Seeks to influence national policy



What do N.A.P.P. have available to help?

- Working with CCGs
- Tool kit available
- Information available on pilot projects
- Helpline
- Online forum
- Local/regional support

