

What is a Patient Participation Group?

Every PPG is unique, evolving to meet local needs. Most commonly, they work with their practices to offer the patient perspective on the services that are provided. PPGs also help to improve communication, to encourage patients to take more responsibility for their health and to provide practical support.

Patient Participation is:

Patients working with a practice to:

- Contribute to the continuous improvement of services;
- Foster improved communication between the practice and its patients;
- Help patients to take more responsibility for their health; and
- Provide practical support and help implement change.

Varied to suit local needs

- Each group determines its own activities according to the needs of the community and the practice itself

Based on co-operation

- PPGs work by building a relationship between the practice and its patients that breaks down barriers and shares information
- PPGs can develop to influence the wider NHS, most notably the decisions that are made on behalf of patients about the services that are to be available to them.

Patient Participation is NOT:

A forum for complaints

- Clear ground rules are needed to ensure that PPG members do not use the PPG as a vehicle to resolve their own personal issues (however, PPGs often lead to a reduction in the number of complaints overall).
If a PPG member wishes to make a complaint then they should go through the normal process.

