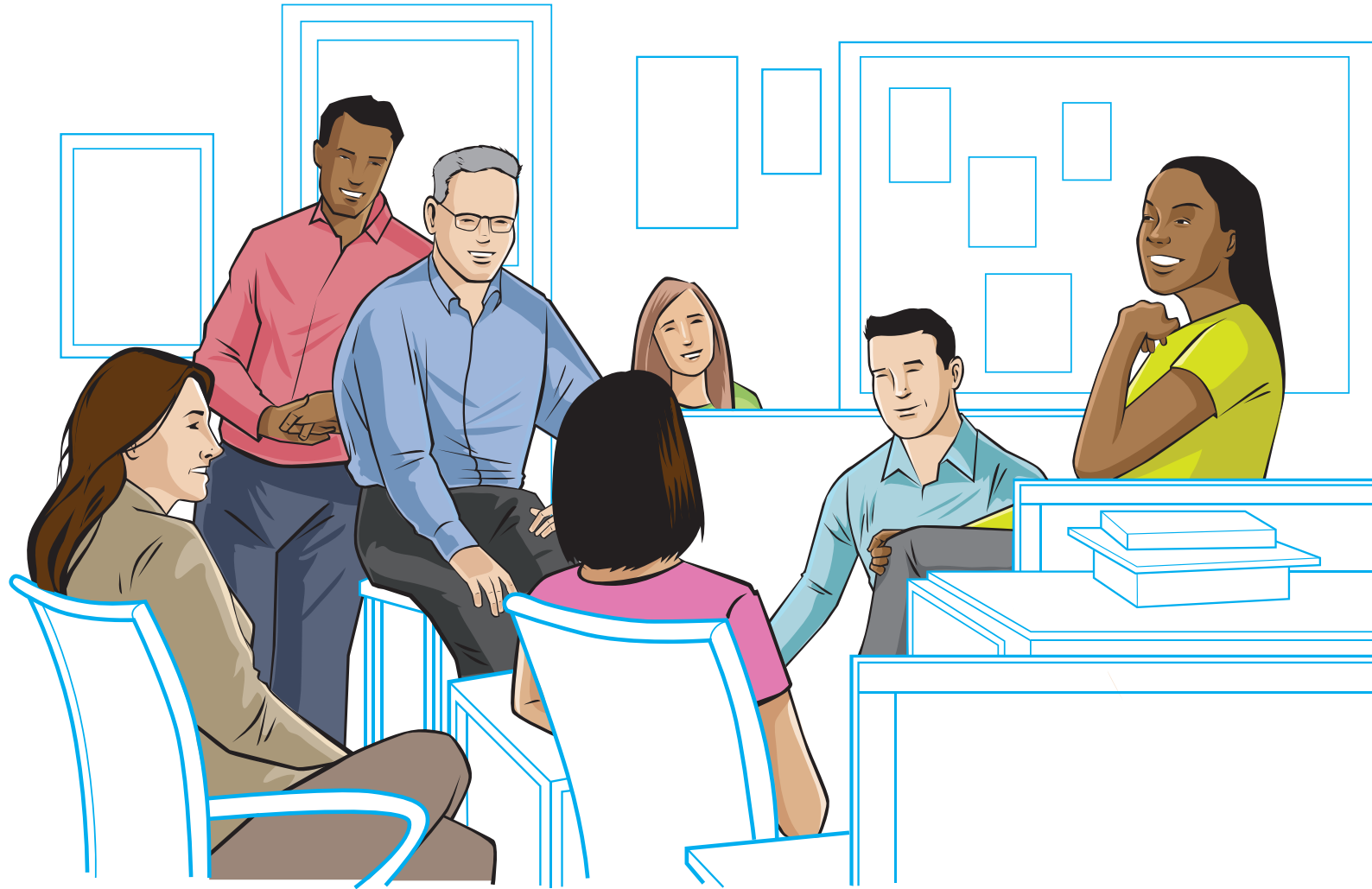


# Building better participation

A guide to help Patient Participation Groups and their GP practice work well



## Getting PPGs in place



Registered Charity 292157 [www.napp.org.uk](http://www.napp.org.uk)  
The national voice for patient participation in primary care

## Getting PPGs in place

*Building better participation* is a resource developed by the National Association for Patient Participation (N.A.P.P.), with support from NHS England. It aims to help patient participation groups (PPGs) and their GP practice reflect on what they do.



*Building better participation* is a guide consisting of four interlinking Areas:

- Getting PPGs in place
- Helping PPGs work well
- Knowing and working with patients
- Influencing beyond the GP practice

It is not mandatory for PPGs or practices to use *Building better participation*, but we hope parts of it will help you and your practice reflect on what you are doing, and what you would like to do. This will depend on many things, such as the size of your PPG, how long you have been active, and whether you feel you have the resources to do more than you already do.

If you wish to comment or suggest improvements to this guide, please email [BBPfeedback@napp.org.uk](mailto:BBPfeedback@napp.org.uk). Your feedback is valued and will be used to shape future guides.

## Area 1: Getting PPGs in place

This Area contains five Goals:

1. The PPG and practice have a shared understanding of the purpose and role of the PPG and how it fits with the practice
2. The practice shares information with the PPG about its current services and future ideas
3. The language used by the practice in engaging with patients and the PPG is easy to understand
4. Patients and carers are able to participate in PPG and practice activity
5. The practice and PPG have identified agreed priorities for patient participation that inform and support practice development.

The Area summarises:

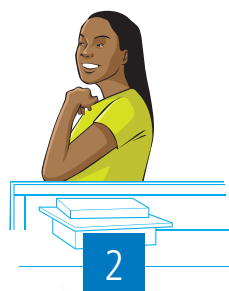
- What your PPG hopes to achieve
- Some examples of documents or activities that could show how you are doing what you intend to do.

It also lists some resources that may help you as you look at this Area.



We recommend you:

- Agree on what you hope to achieve regarding this Area (remembering this will depend on the size of your PPG, priorities in your GP practice, the local community, etc)
- Identify what you already do that shows you are achieving what you hope to
- Identify what you intend to do more of in the year ahead.



## Goal 1: The PPG and practice have a shared understanding of the purpose and role of the PPG and how it fits with the practice

### Aims

Successful PPGs thrive on having a clear, shared understanding of the purpose and role of the PPG. PPG members and practice staff should be able to describe the purpose and role clearly, using similar language, so patients and others get consistent information about the PPG and the part it plays in the practice.

### Ways to show what we are doing

- A clear statement of the purpose of the PPG
  - Its terms of reference
  - Ways of working or ground rules
  - Role descriptions for specific PPG roles (eg the chair)
  - An explanation of the PPG's role in the practice, and how it works with it
  - Joint expectations and goals developed by the PPG and the practice
  - A clear and simple process for patients to join the PPG
- How the PPG is publicised so patients can learn about and join it
  - Posters, leaflets or website advertising the PPG and any specific activities
  - Agreement about the financial support the practice gives its PPG as part of meeting its commitments to patient engagement
  - Process for managing conflict between the PPG and the practice.



## Goal 2: The practice shares information with the PPG about its current services and future ideas

### Aims

Successful PPGs understand how their practice works, the services it offers, and its ambitions and plans. They understand the constraints that limit the practice, and help the practice to plan. They do this as a critical friend, but also as a voice of, and for, patients.

### Ways to show what we are doing

- There is an agreed way in which the PPG and practice share information
- The PPG minutes and practice meetings show discussions of practice activity and plans
- The PPG knows about the services the practice does – and does not – deliver
- The PPG contributes to practice development plans, such as planning additional services targeted at a part of the community served by the practice
- When the PPG raises issues with the practice, there is a clear way to feed back information showing how answers are given and shared with patients.

## Goal 3: The language used by the practice in engaging with patients and the PPG is easy to understand

### Aims

Successful PPGs fully understand the work of the practice. To help this, the practice avoids jargon and acronyms where it can and, where they can't be avoided, clarifies them. The PPG makes sure its own materials are in plain English and considers (if appropriate to the patient population) how materials may be translated into other languages and into easy-read versions.

### Ways to show what we are doing

- An updated glossary of frequently used jargon and acronyms
- Translated patient information material
- Poster advertising how patients can ask for materials in other languages and for easy-read versions
- The practice has made complex external materials easier to read
- Posters and leaflets are designed for key patient groups (eg people with learning disabilities, children, ethnic minority patients).



## Goal 4: Patients and carers are able to participate in PPG and practice activity

### Aims

A successful PPG is one that patients and carers find easy – and useful – to engage with. The PPG membership will reflect the patients' profile of the practice (eg in age, gender, race, and other equality characteristics, and how far the practice reaches geographically). The better the PPG reflects the patients' profile, the more likely it will be able to represent a full range of local patient views. Information on how a patient can join the PPG and participate in its activities will be clear and available.

### Ways to show what we are doing

- Patients and carers know of the PPG and its work, even if they are not members
- The practice asks patients if it can share contact emails with the PPG
- Clear information on how to contact the PPG is available to all patients, in appropriate formats and languages
- PPG meetings and events engage most PPG members
- Examples of 'you said, we did' are fed back to patients and publicised in the practice
- PPG members' profile data is analysed once a year, against the patients' profile of the practice
- Action plans to recruit members from under-represented groups of patients are in place.

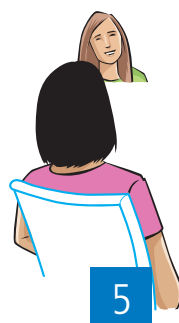
## Goal 5: The PPG and practice have agreed priorities for patient participation in the practice

### Aims

A successful PPG works with its practice to ensure patient participation in activity that helps the practice develop. The PPG will agree with the practice priorities where patients can participate and how it will help support that participation. The number of priorities will vary across PPGs and practices.

### Ways to show what we are doing

- Annual action plans with clear priorities are in place
- Minutes of PPG and practice meetings showing how priorities are agreed, including how any disagreements between the parties and how priorities are effectively resolved, and reasons why activities have not been prioritised
- Minutes of PPG/practice meetings showing progress against priorities
- Carrying out an evaluation of priorities, showing and sharing lessons learned
- The use of different types of patient participation tools such as patient surveys, comment boxes and PPG engagement events.



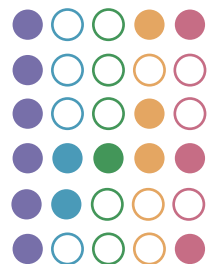
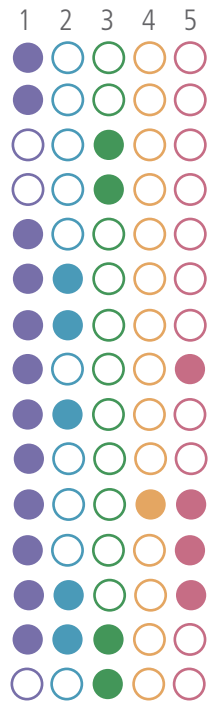
## Resources that may help with this Area

- Constitutions for voluntary organisations and templates <http://bit.ly/1UWP0Pw>
- Scottish Council for Voluntary Service <http://bit.ly/1XPBbCT>
- NHS Confederation Acronym Buster <http://bit.ly/1sfLD6U>
- Think Local Act Personal (TLAP) Social Care Jargon Buster <http://bit.ly/KuJh4e>
- Community Matters: Setting up a community organisation <http://bit.ly/1UJqqUI>
- General Medical Council: What to expect from your doctor: a guide for patients <http://bit.ly/1s3j54y>
- General Medical Council: Good medical practice guidance <http://bit.ly/1yH3UI9>
- NHS Networks: Smart guides to engagement <http://bit.ly/1o8udgc>
- NHS England: Bite-size guides to support patient and public participation in the NHS <http://bit.ly/1Pt4NQv>
- Video: Best Practice for PPGs <http://bit.ly/21IEzjX>
- Virtual PPGs Community Voices Project <http://bit.ly/1o8usYy>
- Medical Protection: How to... set up a patient participation group <http://bit.ly/1XPC9iz>
- Patients' Association: PPG resource pack – apply by email to [abdullah@patients-association.com](mailto:abdullah@patients-association.com)
- Scottish Health Council: The Participation Toolkit <http://bit.ly/1UOf2I>
- Lab Tests Online <http://bit.ly/1S8pH9p>

### Added value N.A.P.P. resources (for N.A.P.P. members only)

- Members' resource pack
- Example terms of reference, constitutions and ground rules – N.A.P.P. website
- Starting and sustaining successful PPGs – A step by step guide to Patient Participation Groups
- Communications Toolkit
- PPG case studies, websites and newsletters
- N.A.P.P. Ten Minute Guides: conduct of meetings, recruitment, insurance for events and other topics

#### GOALS



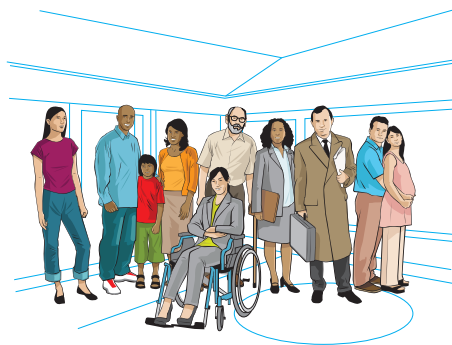
### KEY

- Goal 1: The PPG and practice have a shared understanding of the role of the PPG and how it fits with the practice
- Goal 2: The practice shares information with the PPG about its current services and future ideas
- Goal 3: The language used by the practice in engaging with patients and the PPG is easy to understand
- Goal 4: Patients and carers are able to participate in PPG and practice activity
- Goal 5: The PPG and practice have agreed priorities for patient participation in the practice



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**National Association for Patient Participation**

April 2016



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