



**Lambeth
Patient
Participation
Group
Network**

PPG GOLD STANDARDS

Introduction

What is a Patient Participation Group (PPG)?

A PPG is a group of patients from a GP practice, working in partnership with the practice to improve services from the patient perspective and to promote health and wellbeing.

Long before PPGs became a contractual requirement on 1 April 2015, patients across Lambeth have been coming together and working with their GP Practices to ensure patient views are heard. Why? There is a strong desire to improve local primary care services to best meet the needs of local populations and for patients to have a representative voice in shaping these service developments.

These early initiatives grew organically, thanks to countless hours and energy from volunteers, with each group becoming unique in its form, function and format.

What is the Lambeth Patient Participation Group Network (LPPG Network)?

The formation of the Network in December 2011 was well ahead of its time. It reflected the vision and leadership of patients and practice staff across Lambeth who believed that patients in general practices should have a voice and wanted to share their experiences.

Since then, the Network has grown into an independent group to support PPGs throughout Lambeth. The Network's vision is for a unified and representative patient voice that helps to shape the development of Lambeth primary care. The focus of the Network is on supporting its members, the 47 PPGs, so that they can in turn support their local populations - the 370 000 primary care patients currently living in Lambeth.

The Network exists to bring together PPGs in Lambeth and to champion and represent the interests of GPs' patients in the key decision making forums that are responsible for the development and provision of Lambeth's primary care.

The Network supports PPGs by:

- Hosting regular Network wide meetings to support the sharing of good practice and understand issues that local PPGs face in representing the patient view in primary care
- Circulating regular newsletters to share invitations to forums and events, local developments in primary care and good practice
- Collating and raising common issues and concerns from PPGs through the locality networks, up to the Lambeth CCG.

The Network's Vision:

A unified and representative patient voice that helps to shape the development of Lambeth primary care.

The Network's Mission:

To enable Lambeth PPGs to work in partnership with primary care providers and commissioners to improve local care services.

What is the Gold Standard?

There is no one template of what a "good" PPG looks like, although there is much good practice locally, and nationally. The Gold Standard has been developed by PPGs, GP practices and the Network working together to identify a "optimum standard" for PPGs to work toward.

Used in conjunction with the supporting Toolkit, it is hoped the Gold Standard will be adopted by all 47 PPGs in Lambeth and in time, further afield.

Gold standards

The best features of an effective PPG can be combined to give a view of what a “gold standard” looks like, under reasonable conditions. These features have been defined in partnership between the Network and its members.

A Lambeth PPG operating at a ‘gold standard’ level would:

1. Be patient-led, with active GP practice engagement
2. Be representative of the registered patients within the GP practice
3. Communicate openly and consistently with patients and GP practice staff
4. Be an active Lambeth PPG Network member
5. Support registered patients within the GP practice to actively self-manage their health and wellbeing.

PPG Gold Standard #1

Be patient-led, with active GP practice engagement

A Lambeth PPG operating at a 'gold standard' level would:

- Be led by a group of patients registered at the GP practice, who are responsible for chairing PPG meetings. Meetings would be coordinated with support from the GP practice
- Have attendance and engagement from at least one GP and the practice manager (or their nominated delegate) at each PPG meeting
- Have agreed objectives between the PPG and the GP practice, including short and long term goals
- These objectives would be documented in the Terms of Reference. The short and long term goals would be agreed annually and may include contributions to practice improvements, seeking patient views and feedback, as well as identifying joint areas of development within the practice.

PPG Gold Standard #2

Be representative of the registered patients within the GP practice

A Lambeth PPG operating at a 'gold standard' level would:

- Welcome all registered patients to contribute their views and experiences to shape the development of Lambeth primary care
- Have an active membership that reflects the registered patients within the GP practice
- Ensure meetings are held at accessible times and locations to enable a representative attendance
- Ensure matters discussed and actioned represent patient views from across the practice, not just those present in the meeting
- Enable patient views to be gathered through surveys, face to face conversations, feedback forms and social media
- Ensure meetings are not a forum for individual complaints and single issues.

PPG Gold Standard #3

Communicate openly and consistently with patients and GP practice staff

A Lambeth PPG operating at a 'gold standard' level would:

- Establish a strong communications approach and provide feedback to the Network on areas for Network-wide improvement
- Use multiple channels and ways of communicating to patients, including:
 - Maintaining up to date information on the PPG section of the GP practice's website
 - Providing regular online and/or electronic updates to patients registered at the practice
 - Maintaining an up to date physical presence in the practice (for example, a PPG noticeboard or TV)
- Run effective meetings, where:
 - Regular meeting dates are set in advance, and communicated to all members
 - Agenda items are set by the PPG Chair, with opportunities for others to contribute
 - Agendas are sent one week in advance of the meetings so attendees have time to prepare and contribute at meetings
 - Minutes are circulated within two weeks of the meeting.

PPG Gold Standard #4

Be an active Lambeth PPG Network member

A Lambeth PPG operating at a 'gold standard' level would:

- Ensure that nominated PPG representatives attend and contribute to the Network's regular meetings
- Support peers across Lambeth by sharing information about their experiences and learning, and where relevant, incorporate new ideas and practices into their own PPGs
- Escalate common issues, ideas and concerns to the Network for consideration at local primary care decision making forums
- Ensure Network updates on the responses and associated action plans arising from local primary care decision making forums are reported to members
- Use the opportunities provided by the Network to increase awareness and understanding of the NHS's structures and terminology
- Support PPG members to use training opportunities to enhance existing leadership, representation and facilitation skills
- Promote and champion the work of the Network at appropriate opportunities.

PPG Gold Standard #5

Support registered patients within the GP practice to actively self-manage their health and wellbeing

A Lambeth PPG operating at a 'gold standard' level would:

- Engage with health promotion themes supported by the Network, where appropriate to the PPG's local population
- Engage with local community services and voluntary sector to support activities where appropriate to the PPG's local population
- Understand and feedback patients' experiences of wider health services, for example, in community pharmacy, dentistry and optometrists, as well as with local hospital and mental health trusts.