


PPG Toolkit



Lambeth
Patient
Participation
Group
Network

Who this Toolkit is for

Welcome to the Lambeth Patient Participation Group (PPG) Toolkit. This Toolkit is for anyone involved in organising or being a member of a PPG in Lambeth. This includes patients registered at Lambeth GP practices as well as practice managers, practice staff, commissioners and GPs.

PPGs across Lambeth have contributed to the Toolkit's creation in order to improve PPGs' effectiveness by reducing the need to individually reinvent the wheel for common processes and activities. This time and energy must be used on what matters most to us all: representing the patient voice to shape the future development of local primary care services.

This Toolkit contains a series of checklists, templates and guidance for PPGs who want to meet the five PPG Gold Standards that the Lambeth PPG Network launched in December 2015. Details of the five standards can be found in section 1.2.

Many of the templates and case studies have been drawn from existing PPGs across Lambeth, in addition to national best practice in this area.

We hope you find this information useful and welcome your feedback to continue to increase the usefulness of this document.

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Lambeth PPG Network

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Thank you

The preparation of this Toolkit was a substantial undertaking and reflects the hard work and input of many individuals and organisations. In particular, we would like to thank:

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The Network members, past and present, who have generously given their time, experience and feedback to provide practical guidance for fellow PPG members.

Key partners, for their ongoing support and leadership in bringing together a unified and representative patient voice that helps shape the development of Lambeth primary care: NHS England, Lambeth Clinical Commissioning Group, the Lambeth Locality Care Network Managers and Lambeth GP Federations.

Leaders of best practice in this area for publishing quality materials for us to refer to and learn from: National Association of Patient Participation, Southwark Clinical Commissioning Group and The King's Fund.

How to use this Toolkit

This Toolkit is made up of four chapters and contains a series of checklists, templates and guidance on running an effective Patient Participation Group (PPG) in Lambeth.

Chapter 1 covers what a PPG is and explores its role in shaping the future of Lambeth's primary care. Chapter 2 explores how to get started in establishing a PPG and includes a series of templates from expressions of interest from registered patients at your practice, through to nomination forms for the election of Steering Group members.

Chapter 3 turns to how to communicate with registered patients from your practice. Finally, Chapter 4 sets out practical guidance on how to run effective meetings and includes templates from meeting agendas, to meeting minutes and future meeting date planners.

You can read the Toolkit from start to finish, or you can dip in and out of the Toolkit as you need particular pieces of information. Chapters 2, 3 and 4 each start with a 'Top Tips' checklist which can help remind you of processes and key steps (example below).

Checklist: Getting Started		
This checklist covers the initial processes you can use to get started with a PPG, including running your first meeting and running an election for PPG Steering Group members.		
Getting started	Done	Help
Agree the PPG model with your practice		2.1
Tailor the Terms of Reference		Template 4

A series of templates are provided for you to amend, to stop you reinventing the wheel in creating them from scratch. You will need to amend the text that is highlighted in blue (example below).

PPG MEMBERSHIP – EXPRESSION OF INTEREST

Your PPG exists to champion the patient voice and improve patient services within your GP practice. Membership is open to anyone registered at [\[INSERT PRACTICE NAME\]](#).

Please complete your details in BLOCK LETTERS.

Your name.....

Address.....

The rest of the chapters set out practical guidance, top tips and local examples of good practice for how a PPG works on the ground.

Each checklist and template can be downloaded separately from the Lambeth PPG Network's website.

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