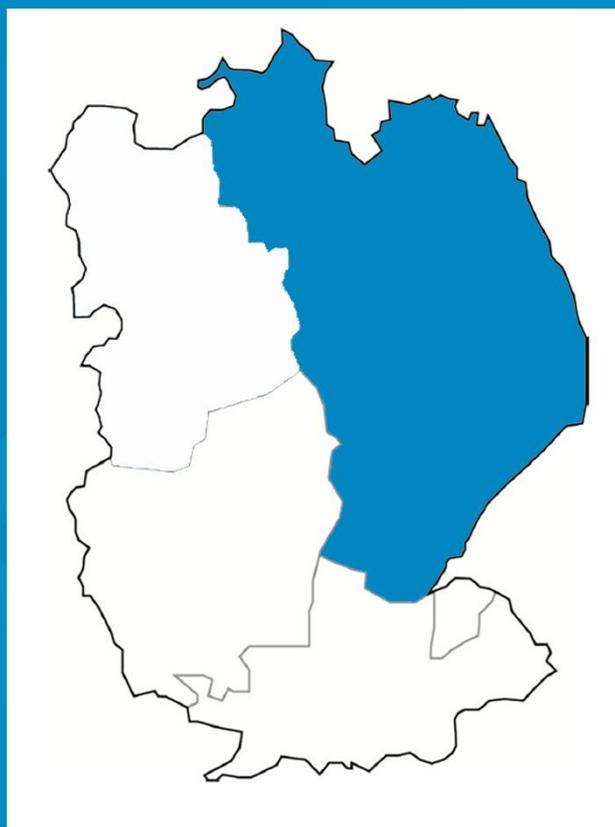


Patient Participation Group Toolkit**Guidance for new and existing Patient Participation Groups**

*Map of Lincolnshire East
Clinical Commissioning Group*

**Produced by NHS Greater East Midlands Commissioning Support Unit,
working in collaboration with NHS Lincolnshire East CCG**

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Introduction

Welcome to the NHS Lincolnshire East Clinical Commissioning Group (CCG) Patient Participation Group (PPG) toolkit. This guide aims to offer practical advice on starting up, or maintaining, a successful PPG.

A PPG is a group of volunteer patients registered with a GP surgery who have no medical training but have an interest in the provision of local health services.

Each PPG is different and reflects its own unique practice population. This toolkit is intended as a guide only and should be adapted to suit the needs and ideas of local groups.

About your Clinical Commissioning Group

There are four Clinical Commissioning Groups across Lincolnshire:

1. Lincolnshire East (30 GP practices)
2. South Lincolnshire (15 GP practices)
3. Lincolnshire West (37 GP practices)
4. South West Lincolnshire (19 GP practices)

NHS Lincolnshire East Clinical Commissioning Group (CCG) is made up of 30 GP practices within the Boston, East Lindsey and Skegness and Coast localities. The CCG covers an area of 1,060 square miles. Your CCG commissions, or buys, health services for the 241,246 people living in the area.

About GEM CSU

NHS Greater East Midlands (GEM) Commissioning Support Unit (CSU) provides consultation and engagement support to Lincolnshire East CCG – the organisation that commissions most health services in your area.

Lincolnshire East CCG's vision

"We have a vision of a CCG where clinicians are working together to improve the quality and cost effectiveness of care, with resources based on need, and which benefits all of our patients as fairly as possible."

Lincolnshire East CCG's mission

"To ensure the optimum health and wellbeing of the people we serve by commissioning high quality health services which support choice; promoting healthy lifestyles and personal responsibility; reducing inequalities in opportunity, experience and health outcomes."



"We need local people to work with to help promote the best health services possible for East Lincolnshire. I would encourage you to sign up to your local PPG."

Meet Brenda...

Brenda is the CCG's Lay Member patient and public involvement and is responsible for bringing the 'voice of the public' to the Governing Body.

About PPGs

A PPG is a group of volunteer patients registered with a GP surgery who have no medical training but have an interest in the provision of local health services. PPGs are independent groups who take an interest in their local practice and health services in general.

What is the purpose of a PPG?

- To give patients the opportunity to provide feedback to the practice
- To represent the views of patients
- To provide a confidential space for all patients to voice their concerns
- To encourage activities and events within the practice
- To develop projects that help other patients, such as befriending, help with transport and bereavement support
- To gather feedback on health services in the area
- To help patients understand the challenges faced in general practice

“A PPG is a group of people who work with their practices to provide practical support, to help patients to take more responsibility for their own health, and to provide strategic input and advice. They are based on cooperation between the practice staff and patients. They help to improve communication and engagement.”

National Association of Patient Participation (NAPP)

What can a PPG do?

1. Help the practice to improve services:

- Provide patient feedback to the practice
- Improve practice facilities (e.g. new toys for the waiting room)
- Carry out surveys to understand patients' views

2. Offer support to other patients, including:

- Offer bereavement support
- Set up carers groups
- Set up volunteer transport schemes for medical appointments

3. Provide information:

- Produce patient newsletters for the practice
- Make sure information and advice is user friendly (e.g. by providing feedback on leaflets and other materials)

4. Arrange special health events:

- Arrange for training in basic first aid for patients
- Raise awareness around particular issues or illnesses
- Awareness for particular cultural groups around issues that relate to them

A PPG is not:

-  A forum for complaints
-  A vehicle for people to resolve their own personal issues
-  A doctors' fan club

What are the benefits of a PPG?

Good for the patients because:

- Patients can take an active role in their own health
- Patients will have a better understanding of how the practice works
- Patients can be informed about what is happening in the practice
- Patients will be able to influence what is happening in the practice
- Patients will have a forum to discuss and feedback on wider issues with health services in the area
- Patients will have a forum to suggest positive ideas and voice concerns

Good for the practice because:

- Doctors and practice staff can listen to patients views
- They will be able to get help from patients for projects and events
- They will form a relationship with their patients
- PPGs can take an active role in informing the whole patient population about what is happening in the practice

Good for the community because:

- Patients will have a group that represents them
- Patients will be more informed about what is happening in the practice
- Patients will have an opportunity to become involved in community projects

Step-by-step guide for setting up a PPG

1

Getting Started

The idea to start a group can come from:

- A practice manager or other member of practice staff
- A doctor
- A patient or a group of patients

What to do next:

- Approach the practice manager/GP Partners
- Talk to other PPG Groups
- Talk to your CCG

2

Recruiting to your group

There are two main ways of recruiting members to your group:

- **Open groups** can be launched from open meetings, **which any patient can attend**. You will need to **advertise widely** giving plenty of notice. It may also help to **offer an incentive** to come along, such as tea and coffee or a talk on an issue people may be interested in
- **Invited groups** are formed by **contacting individual patients directly** who are known to the practice and staff. Practice staff and doctors may be able to help to **identify patients who might be interested in joining a PPG**

*It is possible to have a group which is a mix of open and invited representatives
You can use the invited approach to get things started, and then do some open recruiting as well*

3

The First Meeting

- The first meeting should help people decide if this is something that they wish to commit to
- Be clear about the why the group is formed and what the expectations of members are
- Decide how you would like your PPG meetings to run and how often
- Establish what everyone would like to get from their PPG
- Discuss ideas and talk about skills that members can bring to the group
- Agree a date, time and venue for the second meeting and try to make this within 6 weeks – you can meet less frequently once the group gets going but its important to keep the momentum going early on

Appendix three has a suggested template for a first meeting agenda. Someone will need to volunteer to take some notes or action points from the

What is a Virtual Patient Participation Group?

This is a group that can be set up for patients who would like to be involved in a PPG but are unable to attend meetings.

Emails can be sent out asking for members opinions on a range of topics. It is important to send members a Data Protection Statement telling them how their personal data will be used.

Appendix five has a suggested template for a Data Protection Statement.

4

The Second Meeting

- The second meeting can be used to agree how some of the administrative work that the group will require will be carried out
- The checklist below should help as a guide

- Establish who will act as Chair and Deputy Chair
- Identify a Secretary responsible for taking minutes, or use a rota system
- If your group is going to do any fundraising you will need to identify a Treasurer
- Terms of reference need to be developed and agreed over the first few meetings. These should be agreed with the practice and set out what the group exists to do and how it will run
- Setting objectives for the group – for participants to get a clear understanding of what the PPG would like to achieve
- Decide on the timing, frequency and venue of meetings
- Make plans to review these arrangements
- Consider establishing a **virtual group** - not all people can or want to attend formal meetings

5

Keeping your group going

- Planning ahead for your group can be a challenging task but it is important to keep members focused if the group is to be successful
- Have a work plan that sets out what projects you want to undertake over the coming year – this may be fundraising, surveys, awareness raising or something else
- Make sure that work is shared amongst the group
- Make your group open to a wide range of viewpoints
- Keep the practice manager and the doctors involved
- Refresh the group and recruit new members when you can
- Organise training where you can for those undertaking specific roles such as chairing or minute taking
- Talk to other PPGs to find out what they are doing and share ideas
- Talk to the CCG's engagement team about health campaigns you can get involved in – email public.engagement@gemcsu.nhs.uk or ring 01522 515364

Five reasons why groups...

Fail

- ✗ Lack of focus and commitment
- ✗ Poor planning
- ✗ Poor communication to and from the group
- ✗ Relying too heavily on one or two people
- ✗ Poor ground rules

Pass

- ✓ An informed and supportive GP and Practice Manager
- ✓ Committed practice staff
- ✓ A strong patient voice
- ✓ A group comprised from a wide range of representatives from the practice
- ✓ Clear direction and objectives

6**Reporting
back**

- Keep people informed of the work the group is undertaking – this includes the practice staff, doctors and patients
- Consider setting up a PPG noticeboard in the waiting room
- A newsletter can be produced to keep people informed about what you are doing
- If the practice has a website you can talk to the practice manager about a PPG page
- Talk to the CCG's engagement team to get help publicising your activities – email public.engagement@gemcsu.nhs.uk or ring 01522 515364

We asked members from PPGs for their top tips on what makes their PPG work well.

- ✓ *The meetings need to be informal so people feel relaxed and comfortable*
- ✓ *The practice should be as open and honest as possible*
- ✓ *The practice should listen to suggestions and comments made by the group*
- ✓ *The group have to understand that there are financial implications to some of their suggestions which cannot be met*
- ✓ *The group have to understand that the practice does things because of clinical guidelines and NHS restrictions*
- ✓ *We always say that there is no such thing as a stupid question*

David Harding, Practice Manager, Parkside Medical Centre, Boston

Lincolnshire East Clinical Commissioning Group

- ✓ *Ask your Chair to provide updates on national and local policy*
- ✓ *Suggest setting up a virtual PPG network to gather more views*
- ✓ *Get your PPG affiliated to NAPP*
- ✓ *Place a suggestion box in the surgery to collect patients' comments, complaints and compliments*
- ✓ *Publish minutes on the practice website*
- ✓ *Request practice managers to attend meetings to aid communication*
- ✓ *Provide a PPG notice board in the surgery waiting area*

Alan Gurbutt, Chair of Alford PPG, Merton Lodge Surgery

- ✓ *Our PPG has terms of reference which include details of the practice manager and PPG group committee members. This is reviewed every year*
- ✓ *The group consists of three members from the Practice these being practice manager, dispensing manager and a secretarial member who provides secretarial support and 10 members of the PPG. The PPG group see their role as supporting the staff at the practice, and being an advocate for the patients*
- ✓ *We meet bi-monthly. Supporting this, we also have a virtual group that the practice manager liaises with, sending copies of the PPG minutes. They receive the agenda and are able to send items to the meeting for discussion*
- ✓ *We have a yearly AGM with a voting process for the office of Chairperson and Vice Chairperson. All PPG members are encouraged to attend as many meetings as possible throughout the year. We have regular input from guests such as Healthwatch, the Deputy Director of Nursing for Pilgrim Hospital, the Clinical Commissioning Group, Lincolnshire Advice network, and the Early Presentation of Cancer (EPOC) programme*

Mrs Noreen Evison – Chairman Old Leake PPG

PPGs making a difference in your area – Parkside Medical Centre

Parkside has recently had a new building so we used our PPG to get advice on what the patients wanted.

Simple things like a covered bike rack were asked for so we were able to include these in the plans. The group were given the opportunity to see the work in progress and the site foreman closed down for an hour so we could show them around while the building work was in progress. One of the group is an ex-builder so his comments and suggestions were invaluable. The PPG feel that they have contributed to the final design and we now have a fabulous building.

I discuss all of our complaints and compliments with the group. The PPG members are not told who the patient or clinician involved in the issue is but it gives them an idea of our reply and what changes we make. It also shows them what we have to put up with if patients scream, shout and threaten the staff. I am very honest and tell them the good and bad.

We inform the group of new staff members and leavers and new projects. For example, in December's meeting we had the new Dementia Local Enhanced Service to discuss.

We have a Q&A at the end of each meeting and the group can make any suggestions. If it is something we cannot do I will always try to explain why we cannot do it.

David Harding, Practice Manager, Parkside Medical Centre

PPGs making a difference in your area – Merton Lodge Surgery

At Merton Lodge Surgery our achievements include:

- Making contact with local schools regarding access to their sports equipment for community use to promote healthy living
- Setting up a website to promote the PPG (www.alfordppg.org.uk). Its purpose is to give the community a place where they can share ideas on how to improve services without bothering the doctors
- Providing talks at the surgery from other organisations (e.g. LIVES, Lincolnshire Health and Care, Lincolnshire Carers and Young Carers' Partnership)
- The Practice Manager provides the PPG Committee with a monthly report from the practice
- Attending national health related events
- Providing updates about health initiatives via Facebook and Twitter (@AlfordPPG)
- The Chair has instigated talks with the Prince's Trust, East Lindsey District Council, Practice Managers and Health Education East Midlands about matching the 650 or so unemployed young people on the coast (Skegness to Mablethorpe) with caring for the elderly in health and social care settings
- We are currently in talks with local schools about the possibility of work placements at the practice
- The Chair presented an idea to the County Council to set up a Children's University in Lincolnshire to raise the aspirations of parents and children for learning on the coast. This has come to fruition:
(<http://thelincolnite.co.uk/2014/10/first-lincolnshire-childrens-university-cohort-enrole-lincoln/> & <http://www.huntfun.co.uk/Childrens-University-fun-learning/Boston.php>)

PPGs making a difference in your area – Old Leake Medical Centre

Our successes include:

- Mapping and colour coding the corridors to each doctor's surgery and colour coding of staff uniforms
- Provided suggestions to make the automated telephone line easier for patients to use
- The group assisted the practice in introducing a medication delivery service to reduce queuing around the reception area. This has been introduced on a trial basis and has been very successful
- The practice was considering making alterations to its nurses' rooms following complaints about privacy. With PPG support this has been achieved
- The consideration of a call system with a display was discussed with the PPG. After demonstrations this has been introduced and works very well
- An annual quiz is held and PPG members provide a Christmas hamper to the winner
- The introduction of three educational evenings a year has been really successful. Topics are suggested by the PPG and have included breast cancer, prostate cancer, cataract surgery, social service talks, Macmillan/hospice issues and more. These sessions are well attended by the registered patients of the practice
- Our PPG members sent a petition to the Local MP about an NHS England decision not to support a new building for very old premises at the Old Leake Medical Centre

Mrs Noreen Evison, Chair of the PPG, Old Leake Medical Centre



Get involved

There are lots of ways you can get involved in health and social care in your area.

JOIN

- ✓ A Patient Participation Group (PPG) – one of the best ways to have your say about local health services is to join your GP surgery's PPG
- ✓ Our Viewpoint Panel – the Viewpoint Panel is a database of local people who are interested in having a say in how health services are developed and delivered
- ✓ Our Readers Panel – read and make comments or suggestions on the language and layout of our engagement materials
- ✓ Join a local health trust membership scheme to help shape services in your area:
 - United Lincolnshire Hospitals NHS Trust (ULHT) - call 01522 572301 or email foundationtrustoffice@ulh.nhs.uk
 - Lincolnshire Community Health Services NHS Trust (LCHS) – call 01522 220389 or email Samantha.Tate@lincs-chs.nhs.uk
 - Lincolnshire Partnership NHS Foundation Trust (LPFT) – call 01522 222277 or email info@lpft.nhs.uk

GO TO

- ✓ A Healthwatch locality meeting in your area - visit www.healthwatchlincolnshire.co.uk for more information
- ✓ An event - keep an eye on www.lincolnshireeastccg.nhs.uk to find out what events are happening and meet other people who want to make a difference

GET ONLINE AT

- ✓ Facebook – Visit www.facebook.com/nhslincolnshire
- ✓ Twitter - follow us @NHSLincsEast
- ✓ Patient Opinion - This is about honest and meaningful conversations between patients and health services, to help make health services better. Go to www.patientopinion.org.uk
- ✓ NHS Choices website - your one-stop shop on conditions, treatments, local services and healthy living. Go to www.nhs.uk

Useful links and contacts

Further support and advice on PPGs and on patient and public involvement can be found at:

- ✓ **Public Engagement Team, NHS Greater East Midlands Commissioning Support Unit**

E: public.engagement@gemcsu.nhs.uk

T: 01522 515364

Twitter: @NHSLincsEast

Facebook: NHS in Lincolnshire

- ✓ **National Association of Patient Participation**

www.napp.org.uk

The National Association for Patient Participation is an umbrella organisation for patient-led groups within general practices. Set up in 1978 as an independent charity, it speaks for patients in general without being limited to any specific disease or condition.

Appendix 1

PPGs in your locality

East Lindsey

1. The Kidgate Surgery, 32 Queen Street, Louth, LN11 9AU
2. The Old Vicarage, Spilsby Road, Horncastle, LN9 6AL
3. Marsh Medical Practice, Keeling Street, North Somercotes, LN11 7QU
4. The Surgery, Mill Road, Market Rasen, LN8 3BP
5. Newmarket Medical Practice, 153 Newmarket, Louth, LN11 9EH
6. The North Thoresby Surgery, Highfield Road, North Thoresby, DN36 5RT
7. The New Coningsby Surgery, 20 Silver Street, Coningsby, LN4 4SG
8. James Street Family Practice, 49 James Street, Louth, LN11 0JN
9. The Wolds Practice, West Road, Tetford, LN9 7QP
10. The Health Centre, Dale View, Caistor, LN7 6NX
11. Tasburgh Lodge, 30 Victoria Avenue, Woodhall Spa, LN10 6TX
12. Woodhall Spa New Surgery, The Broadway, Woodhall Spa, LN10 6ST
13. The Wragby Surgery, Old Grammar School Way, Wragby, LN8 5DA

Skegness and Coast

14. The Spilsby Surgery Bull Yard, Simpson Street, Spilsby, PE23 5LG
15. Beacon Medical Practice, Churchill Avenue, Skegness, PE25 2RN
16. Merton Lodge, 33 West Street, Alford, LN13 9HT
17. Hawthorn Medical Practice, Hawthorn Road, Skegness, PE25 3TD
18. The Surgery, Main Road, Stickney, PE22 8AA
19. Marisco Medical Practice, Stanley Road, Mablethorpe, LN12 1DP

Boston

20. The Surgery, 10 Liquorpond Street, Boston, PE21 8UE
21. Parkside Surgery, Tawney Street, Boston, PE21 6PF
22. Swineshead Medical Group, Fairfax House, Packhorse Lane, Swineshead, PE20 3JE
23. Holbeach Medical Centre, Park Road, Holbeach, PE12 7EE
24. Westside Surgery, Sleaford Road Medical Centre, Boston, PE21 8EG
25. The Medical Centre, Church End, Boston, Old Leake, PE22 9LE
26. Greyfriars Surgery, South Square, Boston, PE21 6JU
27. Stuart House Surgery, Sleaford Road, Boston, PE21 8EG

Appendix 2

Example: Patient flyer/poster for recruitment

XXXX GP Surgery

Join your Patient Participation Group (PPG)

We need you!

Do you love where you live? Would you like to influence the development of local health services?

If the answer is **YES**, our PPG would love to hear from you.

Please contact the Practice Manager for more details on xxxxxxx.

Include a sign up form on the back of the flyer

XXXX GP Surgery

Your surgery is setting up a Virtual Patient Participation Group (VPPG)

Are **YOU** interested in finding out more about the Practice?

Would **YOU** like to influence the development of local health services?

If so we want to hear from you.

Please contact xxxx for more information.

Appendix 3

Example: First meeting agenda

Name of group:

Date:

Outline format:

1. Ground rules.

- This meeting is not a forum for individual complaints and single issues.
- Explain the meeting is an open, safe and honest environment.
- Explain that all views are valid and will be listened to.
- Housekeeping and ask for mobile phones to be switched off.
- Start and finish on time and stick to the agenda.

2. Aims and objectives.

- Welcome and introductions.
- What do we want from this meeting?
- What do we want from a PPG?
- What don't we want from a PPG?
- Next steps.
- A.O.B.

Appendix 4

Example: Second meeting agenda

Name of group:

Date:

Outline agenda:

- 1. Welcome and introductions.**
- 2. Group Business.**
 - Election of Chair, Deputy Chair, Secretary.
 - Terms of Reference.
 - Frequency of meetings and introduce virtual group option.
 - Annual review arrangements.
- 3. Work plan:**
 - Review ideas from first meeting.
 - Prioritise into short, medium and long term objectives.
 - Communication and reporting back.
- 4. News from the practice or relevant CCG:**
 - Feedback on current issues from the practice
- 5. Any other business.**
- 6. Arrange next meeting – date, time, and location.**

Appendix 5

Example: Data Protection Statement for Virtual Patient Groups

The Data Protection Act 1998 – the information you provide will be used in the following way:

1. The XXXX PPG database will contain such information that is required to communicate with patients regarding PPG events and activities and distribution of newsletters and flyers.
2. The PPG database will contain information on those patients who have opted to be kept informed of such events and activities.
3. The information on the PPG database will not be disclosed to any third party outside of the PPG committee members.
4. The PPG database will not contain any patient medical information.
5. A copy of this statement will be made available to any patient who requests a copy.
6. A copy of the PPG Data Protection Statement will be added to XXXXXX XXXXX Practice web site.

Appendix 6

Example: Terms of reference

Our PPG will:

1. Support consultation on developments within the practice.
2. Provide feedback on patient needs, concerns and interests.
3. Assist and support the practice by arranging voluntary groups/support within the community.
4. Gather the views of the patient population and feed these back to the practice.
5. Give patients a voice.
6. Encourage and support activities within the practice that promote preventative health care and health education.
7. Gather feedback on wider health and social care issues.
8. Work with other PPGs to share good practice and work together on projects.
9. Co-ordinate fundraising for the practice.

Appendix 7**Example: Sample minutes****Patient Participation Group (PPG)**

Date:

Present:

Patient representatives: Chairman, xxxxxx, xxxxx

Practice representatives: Practice Manager, Dr

Apologies: xxxxxxx

1. Approval of previous Minutes
2. Matters arising
3. Website
4. Waiting room

Date of next meeting:

THANK YOU

To everyone who supported and helped in the development of this document, especially NHS Lincolnshire East CCG.

If you would like this document in another format, please contact public.engagement@gemcsu.nhs.uk.

This document has been produced by NHS GEM CSU Marketing, Communications and Engagement Team

For more details on PPGs or support and guidance on setting up, sustaining or developing your PPG visit the NAPP website (<http://www.napp.org.uk/index.html>) or contact us at public.engagement@gemcsu.nhs.uk or call 01522 515364.

Follow us on Twitter @NHSLincsEast, 'like' us on Facebook at NHS Lincolnshire or visit us at www.lincolnshireeastccg.nhs.uk.



Share your good news with us

If you have a positive health care story to tell or wish to share your PPG's achievements we'd like to hear from you.

Please contact public.engagement@gemcsu.nhs.uk to share your story - don't forget to add your contact details.