

Building better participation

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



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The national voice for patient participation in primary care

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Acknowledgements

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N.A.P.P. chief executive Paul Devlin oversaw project management, editing, design and production of the final guides. A project team included people from a range of patient participation groups (PPGs) and some GP practice managers. A number of PPGs, practice managers, clinical commissioning group lay members and NHS England commented on the early draft and the N.A.P.P. board of trustees oversaw production of the final version.

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All GP practices in England are, from April 2016, expected to have in place a patient participation group (PPG) as part of meeting the GP contract.



This resource is intended to help PPGs – whether long-standing or recently formed, whether large or very small, whether in a single practice or as part of a federation of practices – to reflect on what they do. It will also be of use to GP practices seeking to support effective PPGs.

Building better participation recognises that no two PPGs are the same. However, the quality guide should be useful to any PPG. It will enable them to work within a consistent broad set of goals and fully retain their independence. The guide is built on the premise that PPGs thrive when their practices support and work with them, recognising the added value they can bring.

Non-PPG patient voice organisations will find *Building better participation* of value too because it has drawn on materials and resources that are freely available to help make it as accessible as possible.

NHS England funded the document, so it is written with English PPGs and GP practices primarily in mind. However, it should also be of value to PPGs and GP practices in Northern Ireland, Scotland and Wales.

To find out more about N.A.P.P. and our services, please visit www.napp.org.uk

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



How *Building better participation* works

Building better participation is a framework of four interlinking Areas:

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

Each Area is broken down into a small number of Goals.

Each Area is structured to help the PPG identify what it is trying to do regarding the Goals, and offers examples of material they might draw on.

There is no mandatory expectation that PPGs and their practices must use this tool.

However, it is hoped parts of the guide will help you and your practice reflect on what you are doing and what you would like to do. How many Goals and Areas you choose to use 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.

Hopefully, all PPGs would support the principles of seeking to improve, to do a bit more, and to continue to promote the involvement of, and engagement with, patients.



How to use this resource

Building better participation is designed for use by a PPG working alongside its GP practice.

You are not expected to work through all four Areas and all their Goals.

Rather, this tool is designed for you to pick and mix from the Goals, as is appropriate to your PPG and your practice. You may decide to focus on several Goals within some Areas, while not looking at others.

For some PPGs, even dipping into the Areas may feel daunting. If this is the case, we invite you to consider the key questions outlined below, perhaps at a meeting with your practice, as a way of setting the groundwork of your PPG.

If your PPG wants to make use of the four Areas of *Building better participation* we recommend that, initially, you review them with some PPG members and your practice together. We suggest you concentrate at first on the Goals that are most relevant to your PPG.

Things you might discuss with your PPG and practice:

- Which Goals are relevant to you to work on
- How you might show you are meeting each Goal
- How you would use the Goals to help set action plans for the year ahead.



Remember, *Building better participation* is intended to benefit your work as a PPG and your work with the practice. It will help you show what you are doing and how it makes a difference for patients.

It is a self-assessment process, so it is for your PPG and practice to agree the level of activity you are able to engage with. No one else is checking up on you!

Building better participation provides links to many free resources. N.A.P.P. members can also draw on additional support as part of their membership package, including training and development, networking with other member organisations, and expert resources.



Key questions

If your PPG feels the four Areas of *Building better participation* are too complex, you can take a simpler approach by considering some key questions. You can think of these in a meeting of your PPG, through a virtual conversation between members, or in discussion with your practice.

1. What is the agreement between the PPG and the practice to make sure you can work well together?
2. How do you make sure all patients of the practice can join and take part in the PPG?
3. What do you plan to do as a PPG to help your practice in its work with patients?
4. How do you communicate with patients and find out what they want?
5. Are you able to work with other health and social care organisations beyond the practice and, if so, how?
6. What resources are available to help the PPG and practice achieve their goals?

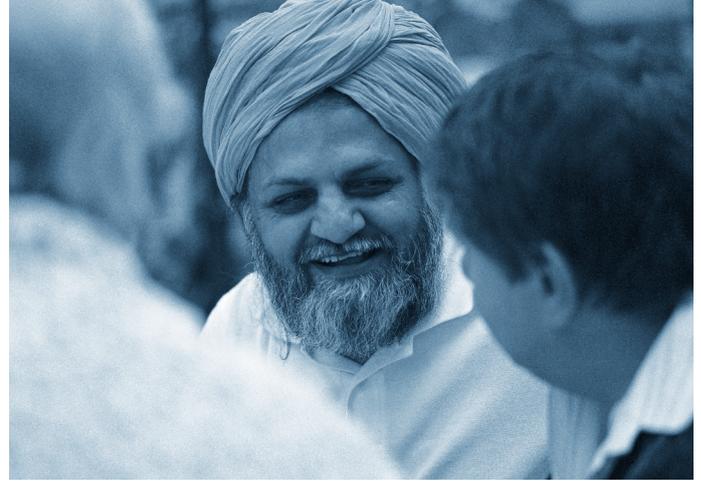


Trying it out

We hope you find *Building better participation* helps you think about how you work as a PPG, and how you and your practice might do things differently to help the practice patients and others in your local community.

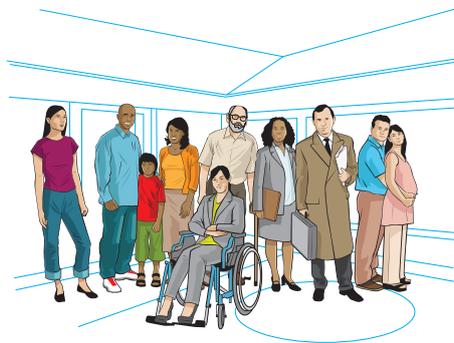
Use the simple assessment sheet provided in this pack to help you record what you are doing.

N.A.P.P. would like to hear from you about how you use *Building better participation*, but in the meantime, we wish you well in making use of the resource.



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