

Building better participation

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



Knowing and working with patients



Registered Charity 292157 www.napp.org.uk
The national voice for patient participation in primary care

Knowing and working with patients

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. Your feedback is valued and will be used to shape future guides.

Area 3: Knowing and working with patients

The Area contains three Goals:

1. The PPG and practice know the demographics and health characteristics of the local area, and use this information to help shape services
2. The PPG and practice communicate with local people to get the views of patients, carers and prospective patients
3. The PPG and practice assess the impact of patient and carer involvement, and share this with patients and carers.

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 would intend to do more of in the year ahead.



Goal 1: The PPG and practice know the demographics and health characteristics of the local area, and use this information to help shape services

Aims

Successful PPGs understand the data showing the demographics and health characteristics of their local area and how these are reflected by, or differ from, those of the patients using their practice. Demographics include public health information on health inequality and other socioeconomic factors, the protected characteristics of the Equality Act, and those who act as carers. The PPG wants to help the practice reach potential patients currently not registered with the practice (taking into account neighbouring practices and their patient catchment areas). They want to understand why people join and leave the practice. They consider whether their own membership reflects the community served by the practice and, if not, how they can do so.

Ways to show what we are doing

- Discussions of local census and public health data with the practice, and reviews of the general profile of the practice's patients
- The practice shares with the PPG anonymised demographic data (ie no identifying details are included) on the protected characteristics of the patient population
- The PPG works with local groups specialising in supporting people from particular groups (eg children and young people, or specific black and minority ethnic groups)



- The PPG discusses how public health priorities and practice priorities will meet the needs of the practice's patients
- If PPG members leave the practice, they are invited to tell the practice why, and this anonymised data is shared with the PPG
- The PPG works with neighbouring PPGs to ensure local practice patient catchment areas are understood and respected.



Goal 2: The PPG and practice communicate with local people to get the views of patients, carers and prospective patients

Aims

Successful PPGs use a range of tools, within their resources, to reach the widest group of local patients and those who could be registered with their practice. They work with the practice to engage with other local organisations such as community groups, charities, schools, and faith organisations. They give talks, provide information, run stalls at local events and so on, to communicate with, and listen to, local people. Members may have taken up training opportunities (e.g. from the practice or the local clinical commissioning group), if available, to help them in their engagement activities.

Ways to show what we are doing

- The PPG and practice support PPG representatives
- Lists of local organisations (eg schools, community groups and charities, youth clubs, older people clubs, faith groups) are kept and the PPG has a plan for talking with them – within their resource limitations
- Reports and photos (with appropriate consent from the individuals taking part) from stalls and events



- A wide range of communication tools is used, consistent with Area 2, Goal 3 (The PPG uses various methods to communicate with and involve all patients)
- Work as a virtual PPG, either wholly or partly, using electronic communications tools
- The PPG works with neighbouring PPGs to ensure local practice patient catchment areas are understood and respected.



Goal 3: The PPG and practice assess the impact of patient and carer involvement, and share this with patients and carers

Aims

Successful PPGs work with their practices to make sure that patient and carer views are not only gathered, but are understood and acted on. They understand that practices must respond to each individual patient request and complaint, but the PPG is responsible for gathering broader patient views so the practice can understand and respond to themes rather than just individuals' issues. They help practices put in place improvement plans where needed. They ensure that patients and carers who have raised issues get to know what, if anything, has happened as a result of their feedback. Once a year, together with the practice, they review the effectiveness of their patient participation.

Ways to show what we are doing

- Patient and carer views are collected throughout the year, eg through an annual patient survey, a stall during PPG Awareness Week, or a comment box in the practice
- Individual comments are assessed and collated into themes, and passed to the practice
- Individual complaints or personal issues are given to the practice for the most appropriate way of responding
- Use of a 'you said, we did' poster or practice newsletter column to help patients know what action was taken to viewpoints raised
- Promotion of activities of other patient-focused organisations, eg local health and social care community groups, local charities, Healthwatch
- Annual review of effectiveness of patient participation in the practice



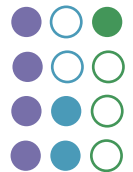
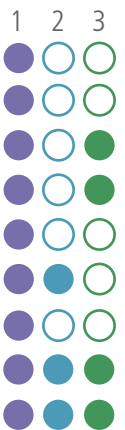
Resources that may help with this Area

- Public Health England: National General Practice Profiles <http://bit.ly/25ny1vO>
- Public Health England: Health Profiles <http://bit.ly/1fKlfhe>
- NHS England: See how your GP practice is doing or compare practices <https://gp-patient.co.uk/>
- NHS England: Introduction to the Friends and Family Test <http://bit.ly/1WqvnPL>
- Office for National Statistics: 2011 Census data <http://bit.ly/1WL7Zg2>
- N.A.P.P. video Best Practice for PPGs <http://bit.ly/21IEzjX>
- N.A.P.P. Virtual PPGs <http://bit.ly/1L577C0>
- N.A.P.P. Smart guide to engagement <http://bit.ly/1S8zlcI>
- NHS Networks: Smart guides to engagement <http://bit.ly/1o8udgc>

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

- Communications Toolkit for PPGs
- Newsletters, e-bulletin and quarterly newsletter Patients Matter
- Members' resource pack
- Growing Patient Participation: 21 ways to help your practice thrive

GOALS



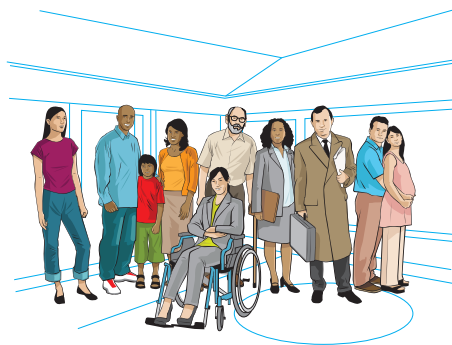
KEY

- Goal 1: The PPG and practice know the demographics and health characteristics of the local area, and use this information to help shape services
- Goal 2: The PPG and practice communicate with local people to get the views of patients, carers and prospective patients
- Goal 3: The PPG and practice assess the impact of patient and carer involvement and share this with patients and carers



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