

Building better participation

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



Influencing beyond the GP practice



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

Influencing beyond the GP practice

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 4: Influencing beyond the GP practice

The Area contains four Goals:

1. The PPG and the practice have a shared understanding of the local health and social care system, and how they might contribute to it
2. The PPG explores local, regional and national networks and engages with them as far as resources allow
3. The PPG understands how it can work with the practice regarding regulators and other inspection bodies
4. The PPG explores its relationship with national organisations that support PPGs.

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 the practice have a shared understanding of the local health and social care system, and how they might contribute to it

Aims

Successful PPGs understand the local health and social care context within which their practice operates. They know how the practice is commissioned to provide services and how these fit with other parts of the health and social care system, particularly with secondary healthcare and local authority commissioned (or provided) services such as social care. They understand how the PPG can contribute to the patient involvement activity of other parts of the local health and social care system.

Ways to show what we are doing

- The PPG reviews information leaflets of other organisations (eg hospitals, social services) and makes them available to patients in the practice
- Reports on patient views (eg by charities and other health and social care groups) are reviewed and publicised by the PPG and the practice
- PPG meetings include presentations by representatives from other organisations such as health-related community groups or charities



- PPG representatives meet with other organisations (eg local charities and other health and social care groups), and contribute to their gathering of patient views including supporting and publicising patient surveys
- The practice publicises its PPG to other organisations
- The practice shares with the PPG information on the services it provides
- The PPG and the practice identify research opportunities they can take part in together.



Goal 2: The PPG explores local, regional and national networks and engages with them, as far as resources allow

Aims

Successful PPGs learn from and share with other organisations. They are open and honest in their dealing with other local patient organisations (eg community groups focused on specific health conditions). They engage with other local patient voice organisations. They meet and share experiences with other PPGs, through formal local PPG networks or regional and national opportunities offered by other organisations.

Ways to show what we are doing

- Keep and maintain lists of local organisations and their contacts
- Keep records of meetings with other organisations
- Minutes or reports from local PPG network meetings
- Meetings with other PPGs, including those within a GP federation, if applicable
- Attendance at regional or national events that include networking opportunities
- Publicising the work of other organisations through the practice.

Goal 3: The PPG understands how it can work with the practice regarding regulators and other inspection bodies

Aims

Successful PPGs understand they have a unique opportunity to add value to the regulatory and inspection visits their practice must undertake. They have a strong enough trusted relationship with the practice to know that they can act as a critical friend to the practice, without it backfiring on them. They understand inspections help demonstrate that their practice is doing the best it can for its patients, and ensure that any sub-standard practice is identified and dealt with appropriately.

Ways to show what we are doing

- The PPG contributes to Care Quality Commission (CQC) inspection visits, and their contribution may be referenced by the CQC in its reports
- The PPG contributes to the revalidation of the practice's doctors and nurses when asked
- Improvement plans from CQC inspections include suggestions of how the PPG might play a part
- The PPG talks to non-regulatory organisations that inspect practices and makes sure the PPG's comments are included in reports
- The PPG gives the practice feedback that reflects the full range of patients' experiences
- Patient surveys carried out by the PPG are made available to inspecting bodies as part of their gathering of patient views.



Goal 4: The PPG explores its relationship with national organisations that support PPGs

Aims

Successful PPGs work with other PPGs to learn from each other and share information to improve PPG networks throughout the country. National organisations that support patient and public engagement, particularly through PPGs, help them to work together. PPGs can benefit from taking part in activities and networks that focus on good practice, sharing information about national priorities and issues, and training and development.



Ways to show what we are doing

- Membership of a national organisation that supports PPGs, supported by the practice
- Joint work with other PPGs, both locally and wider afield
- Contributing to regional or national events on PPG development
- Encouraging other PPGs to join regional and national networks
- Attending appropriate national conferences, supported by the practice.



Resources that may help with this Area

- Care Quality Commission: Reports on doctors and GPs <http://bit.ly/1MEgWSM>
- Care Quality Commission: Working with patient participation groups <http://bit.ly/1Rzu90q>
- Healthwatch England: Find your local Healthwatch <http://bit.ly/1bzBP1T>
- NHS Networks: Smart guides to engagement <http://bit.ly/1o8udgc>
- Compact Voice: Practical Guide to Engaging with Health and Wellbeing Boards <http://bit.ly/1Q7Bd8C>
- N.A.P.P. Support for your CCG <http://bit.ly/25nybDo>
- N.A.P.P. CCG support package and FAQs <http://bit.ly/25nybDo>
- NHS England: Understanding the new NHS <http://bit.ly/1UOmPDE>

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

- Members' resource pack
- Top tips guide from 2013 Commissioning Champions project
- Commissioning Champions Project report, presentation and e-folder

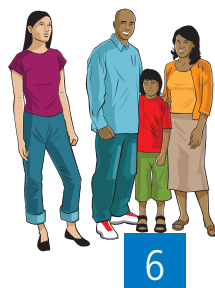
GOALS

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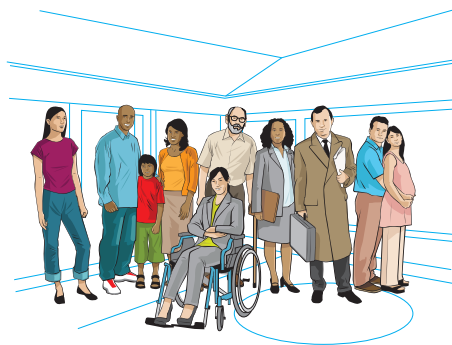
KEY

- Goal 1: The PPG and the practice have a shared understanding of the local health and social care system, and how they might contribute to it
- Goal 2: The PPG explores local, regional and national networks and engages with them, as far as resources allow
- Goal 3: The PPG understands how it can work with the practice regarding regulators and other inspection bodies
- Goal 4: The PPG explores its relationship with national organisations that support PPGs



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