

## Parsonage PPG Meeting 14<sup>th</sup> /10/2022. Agenda Item for Discussion/JF

1. *Where next for Parsonage PPG? The view from Surgery & view from Patient Participants. {Background; recent initiative by ICB-ICS (ex CCG Staff) & Patients Association to breathe new life into Patient Participation Groups.}*

Survey carried out in summer by the above, (135 Practices). The involvement of PPGs varies greatly across Practices. Some working at very advanced level with active engagement of more than 10,000 patients and an Advisory group of 100 and a Leadership Team of 12.

Other side of the coin some Practices have viewed them as an unnecessary imposition, staff changes see the ball dropped, some unethical and some seen as 'Us and Them'

**Survey key points** \*Recruiting wider and more diverse membership of PPG  
\*Improving relationships between Practice & PPG  
\*Better understanding of the role, purpose and authority of PPG

### **Follow up Workshop on 8<sup>th</sup> Nov. - Examples & Key Performance Indicators from other PPGs.**

\*Group Approach

\*Generate good content for patients

\*Representative of all patients.

\*Keep patients informed and engaged

\*Should be a 'Win Win' for both the Practice and their patients.

#### **Strategy for success:**

1. Communications
2. Support
3. Co-design of processes
4. Patient Engagement
5. Access for the 'hard to reach' groups
6. Behaviour change

#### **Discussion Points:**

Is our PPG an asset to the Practice? and as a PPG do we feel we are in partnership with the Practice? (a common question in the Workshop)

Where is our starting point with number of PPG members and or those who receive general health info bulletins from Parsonage PPG?

Are all reception staff and others in the Practice aware of the PPG and its role and how to contact when interacting with patients?

What pieces of and types of information are to be conveyed to patients that are covered by GDPR?

If Parsonage PPG is to be reinvigorated then what do we need to do next?

**Action:** A Vision & KPIs - Phased Action Plan- Quick Win - Measure Performance.

**Summary Comment;** (Source Workshop)

**A PPG should be a critical friend working in a collegiate and collaborative atmosphere of trust, honesty, and openness for the benefit of the Practice and its patients.**