

## The Patient Participation Group (PPG)

The Patient Participation Group is a bridge between the patients of the Practice and the staff, both clinical and administrative.



Our over-riding **aims** are to:

- help improve the patient experience of the practice generally.
- communicate matters of interest relating to the practice to the patient.
- encourage patient engagement in the development of the practice.

You can **participate** in five ways:

- join the group of patients who meet roughly every two months with practice staff.
- join the email list, a virtual Patient Engagement Group (VPEG)
- give us your feedback and comments on the Friends and Family Form available in the waiting room.
- come to open meetings held at the practice twice a year.
- participate in local consultation exercises .

We are keen to make the group more representative of the Practice as a whole and would welcome interest from younger patients, parents, patients with special needs, those from ethnic minority groups and the LGBTQ+ community.

If you would like to find out more about what we do, please contact the PPG chair; look at the PPG “yellow folder” in the waiting room and see link below; see the PPG notice board adjacent to the entrance to the waiting room and also see the related links below .

**Joining the Patient Participation Group (PPG).** If you are interested in becoming a member and attending meetings of the PPG please phone or email the PPG chair – see below - with your contact details (name, phone number and email) or leave these details with the reception staff. The chair will talk to you about joining. Note email addresses are shared between group members.

If regular meetings are not for you, you may wish to join the email **Virtual Patient Engagement Group (VPEG)**. This will give you:

- regular information about the Practice and PPG work and local health services
- information about Adelaide open meetings and other local open meetings about health services
- notification about opportunities to contribute to patient surveys and provide feedback
- and about Adelaide and other local consultation exercises about service

Send your email address to the PPG chair see below. Note: email addresses are not shared with others on the list. The VPEG list is currently managed by the PPG chair.

Patient chair of the PPG: Hilary Lance

hilary.lance@hljr.co.uk 020 7483 3557 07876 373 151

### **How the COVID pandemic impacted on the work of the PPG**

To keep everyone safe there was an urgent need to reorganise how the Practice worked and detailed consultation was not feasible at that time. The PPG was kept up to date with the details of changes and asked for feedback. We met on Zoom but hope to be able to return to face to face meetings when the Practice judges it is safe to do so. Notes of the meeting are on the website and circulated to the VPEG. The usual annual survey has not been possible but about 400 Adelaide patients contributed a Healthwatch survey on the impact of lockdown. This generated a mass of data which informed how the Practice moved forward. Two years annual reports are missing. Practice open meetings were impossible but locally virtual meetings have been used creatively for Camden wide engagement. An Autumn 2023 face-to- face open meeting is under consideration. On a positive note new technology has opened up creative ways of wider engagement opportunities and more efficient administrative work.

### **Related links**

For all the links given below first click on the link and then on the link that comes up at the bottom of the page

[PPG Yellow folder Patient participation and engagement.pdf](#)- a detailed account of the work of the PPG. Also available in hard copy in the yellow folder in the waiting

[Annual Report 2021-2022.docx](#)

[Work programme 22-23 \(003\).docx](#)

[PPG Meeting notes - 18 Jan 2023.docx](#)

[PPG Meeting notes - 8 March 2023.docx](#)

When the new meeting notes are uploaded one of the earlier one is taken off the site.

