**Patient participation Group Purpose**

**Purpose**

The purpose of the Patient Participation Group (PPG) is to ensure that patients and carers are involved in decisions about the range, shape and quality of services provided by their practice. The requirement aims to promote the proactive and innovative involvement of patients and carers through the use of effective PPGs and to act on a range of sources of patient and carer feedback in order to improve the services delivered by the practice.

**The role of the PPG includes:**

 being a critical friend to the practice

 advising the practice on the patient perspective and providing insight into the responsiveness and quality of services

 encourage patients to take greater responsibility for their own and their family’s health

 carrying out research into the views of those who use the practice

 organising health promotion events and improving health literacy

 ongoing communication with the patient population.

**Practice Requirements**

 to develop and maintain a PPG for the purpose of obtaining the views of patients and enabling the practice to obtain feedback from the practice population on services delivered by the contractor

 to make reasonable efforts for this group to be representative of the practice patient population

 to engage with the PPG at a frequency and in a manner agreed with the group

 to review patient feedback (whether from the PPG or other sources – FFT, patient surveys etc) with the aims of the practice and PPG agreeing improvements that could be made to services

 to act on suggestions for improvements, where the practice and PPG agree.

Please remember PPG Meetings are not the venue to discuss personal issues / conditions / medication