Patient Participation Group (PPG)

INSERT YOUR PRACTICE LOGO HERE

**Quality indicator checklist**

This checklist provides an opportunity for Patient Participation Groups to review their progress and identify areas for development. **The tool is not monitored by the ICB in Leeds or linked to the GP practice contract**. It simply aims to support PPGs to improve and should be filled in jointly with PPG members and staff.

Organisation and structure

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| **Quality indicator** | **Bronze standard** | **Bronze standard plus****Silver standard** | **Bronze and silver standard plus****Gold standard** | **Standard achieved** | **Examples / Comments****/ Areas to improve** |
| Our PPG has a clear structure and purpose | * We have clear ground rules for the group.
* We have a designated chair for the group.
* The group’s PPG email is setup.
* The group’s regular meetings for the year are scheduled in.
 | * We have a terms of reference.
* We have an up-to-date action plan.
* Our PPG members have a point of contact at the practice.
* Information is jargon-free.
* Our PPG members can contribute to the agenda.
 | * Our PPG is chaired by a patient.
* Our PPG agenda is driven by patients.
* Our PPG members are clear about what they can and can’t get involved in (confidentiality agreement).
* We have a role description for PPG members.
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Organisation and structure

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| **Quality indicator** | **Bronze standard** | **Bronze standard plus****Silver standard** | **Bronze and silver standard plus****Gold standard** | **Standard achieved** | **Examples / Comments****/ Areas to improve** |
| Our PPG has regular contact with the ICB in Leeds | * Some of our PPG members are signed up to the Leeds ‘Involving You’ involvement network.
 | * Most of our PPG members are on the network.
* We are made aware of other opportunities to get

involved in other engagement opportunities (such as training/ peer support). | * We have PPG members who attend some of the regular PPG Network Support Group meetings.
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| There are different ways for patients to get involved in the PPG | * The PPG holds a regular face- to-face or virtual meeting.
 | * PPG members are able to forward comments to

meetings they can’t attend.* The PPG has discussed ways to make meetings more accessible (might include holding meetings at different times of the day).
 | * Patients can join meetings using Zoom or Teams (hybrid).
* The PPG is held on different days of the week and at different times of the day.
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| There are opportunities to work with other local PPGs | * Our PPG meets, or is in contact with, other local PPGs.
 | * We are involved in the ‘PCN PPG’ meetings in our Primary Care Network (PCN).
 | * Our PPG works closely with other local PPGs.
* We have examples of how our PPG has worked with other PPGs.
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Membership

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| **Quality indicator** | **Bronze standard** | **Bronze standard plus****Silver standard** | **Bronze and silver standard plus****Gold standard** | **Standard achieved** | **Examples / Comments****/ Areas to improve** |
| Our PPG represents all the patients that use our practice | * We have a regular PPG meeting.
* The PPG is focused on improvement, for all of the practice population not just those present at the meeting.
 | * The PPG have ways to regularly hear feedback from patients (using surveys

/ comments box / feedback forms) to inform discussions. | * The PPG makes an effort to understand the needs of people from seldom heard communities.
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| Clinicians such as GPs and nurses attend our meetings | * Clinicians occasionally attend PPG meetings.
 | * Clinicians regularly attend PPG meetings.
 | * Clinicians are always present at our meetings and take an active role.
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| Our practice actively recruits members to the PPG | * We have a poster (or alternative) up in the waiting area about the PPG.
 | * We use our TV screen to promote the PPG.
* Staff encourage people to sign up to the PPG.
* We have a ‘virtual PPG’ (a mailing list we regularly contact about the PPG and getting involved) as well as our group meeting.
* We have representatives from our branch practices on the group (where applicable).
 | * We use social media (such as Facebook) to promote the PPG.
* We promote the PPG with local voluntary organisations, schools and colleges.
* We have had more than 10 people join our mailing list in the last year.
* Recruitment is regularly on our PPG meeting agenda.
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| Our practice makes it easier for people from seldom heard groups to get involved | * The practice promotes the PPG in a variety of places.
 | * There are ways for people to contribute to the meeting virtually (such as providing agenda items by email)
* The PPG members are aware of the Accessible Information Standards.
 | * The practice can make interpreters available at PPG meetings.
* Literature for the group is available in alternative formats like ‘easy read’ and braille, if needed.
* The practice has offered to hold meetings at different times to make them more accessible.
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| **Quality indicator** | **Bronze standard** | **Bronze standard plus****Silver standard** | **Bronze and silver standard plus****Gold standard** | **Standard achieved** | **Examples / Comments****/ Areas to improve** |
| Our members are actively involved in the practice | * Patients attend PPG meetings.
* PPG members are aware of the ‘Experience of my GP practice’ survey and

occasionally review the results in group meetings. | * PPG members are involved in carrying out surveys in the waiting room.
* PPG members are involved in supporting the practice during CQC inspections, if required.
 | * PPG members or health champions are involved in developing and delivering peer support sessions (e.g., diabetes)
* PPG members or health champions are involved in supporting other practice initiatives such as the flu jab, health awareness days or promoting the use of community pharmacies for medication reviews.
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| Our members champion the voice of the wider community | * PPG members avoid sharing personal stories and focus on the needs of the wider community.
* The agenda focuses on issues experienced by lots of people registered at the practice.
 | * The practice has shared information about who lives locally (practice profile)
* The practice has shared the National GP survey results.
* The practice shares anonymised complaints and compliments at meetings.
 | * The PPG members use the information about the wider community to champion the voice of a wide range of people.
* PPG members have identified gaps in representation and have worked with the practice and local organisations to hear and champion these voices.
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| Our PPG members are involved in the practice newsletter | * PPG members are not involved in developing a patient newsletter.
* We don’t have a practice newsletter.
 | * PPG members contribute ideas to the newsletter.
* The newsletter is published every year.
 | * PPG members write articles for the patient newsletter.
* Our newsletter is published several times a year.
* The newsletter is available in alternative formats.
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| **Quality indicator** | **Bronze standard** | **Bronze standard plus****Silver standard** | **Bronze and silver standard plus****Gold standard** | **Standard achieved** | **Examples / Comments****/ Areas to improve** |
| Our practice communicates well with PPG members | * Meeting agendas and related documents are usually sent to PPG members at least one week before the meeting.
* The practice informs us of any news relevant to the PPG.
* Up-to-date minutes are available on the practice website.
 | * Meeting agendas are always shared with PPG members at least a week before the meeting.
* PPG members are informed of the next meeting date in good time.
* We have meeting dates booked in for the current year.
* PPG members are given an update on engagement activities at the ICB in Leeds.
 | * All PPG-related documents (Ground rules, terms of reference, action plan) are available on the practice website.
* The practice sends out a yearly text to inform patients about the PPG.
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| Our practice shows how they have listened to and acted on PPG feedback | * The minutes from our PPG reflect what has been said at the meeting and are available on the practice website.
 | * We have an action plan that clearly outlines how the practice have acted on feedback from the PPG. It’s

also available on the practice website. | * The action plan outlines why sometimes the practice cannot act on patient feedback.
* We have a ‘You Said, We Did’ section on the website and in the practice to demonstrate how the practice is responding to feedback.
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| PPG members report good involvement in the practice | * PPG members are satisfied with their involvement in the group.
* PPG members feel that they are listened to at the meetings.
* PPG members are consulted on relevant changes at the practice.
 | * PPG members are happy with their involvement in the group.
* PPG members feel that the practice considers their thoughts and views.
* The PPG is involved at an early stage when changes are proposed.
 | * PPG members feel valued by the practice and are very happy with the progress of the group.
* PPG members feel that their views are acted on.
* The practice can give examples of how they have made changes as a result of PPG feedback.
* PPG members are able to claim out-of-pocket expenses.
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