

PPG Project Update

From February to June 2015 Healthwatch Bucks did some desktop research to determine how many GP surgeries in Bucks had a Patient Participation Group (PPG). We also spoke to Practice Managers to gain an insight into how GP practices can be supported to guide their PPG. We found out the following;

- Awareness of PPGs across the county was minimal
- The effectiveness of PPGs differed from practice to practice
- Most practice managers felt that PPGs were useful, and their purpose should be to develop services by engaging with patients to represent their views and share any issues or ideas
- Lack of time, funding and resources meant that some GP practices struggled to run their PPG as effectively as they would like to. To overcome this issue practice managers expressed a need for their PPGs to be more proactive and engaging, and be able to run themselves

Healthwatch Bucks recognised the ever increasing pressure on already busy GP practices to engage with patients. In the next phase of the project Healthwatch Bucks aimed to look at ways we could offer local and bespoke support to PPGs.

Since October last year Healthwatch Bucks has been working with the member GP practices in Chiltern CCG to support the establishment, development and support of their Patient Participation Groups (PPGs).

We are working closely with three GP practices to support them in the initial set up of their PPGs, providing them with advice and guidance on how a PPG should be structured and how to initiate and organise initial meetings. We have been supporting existing PPGs to reinvigorate their group through; attending their PPG meetings to offer insight, looking at what engagement activities they can do to involve and interact with patients and recruit more members and running a social media workshop. We have developed a PPG section on our website with resources for PPGs across the county to use, including a section to share good practice through Case Studies.

Our aim with this project is to empower PPGs within Chiltern CCG to feel confident in self-managing, to help and support them to increase their patient engagement and be key influencers in providing patient feedback for GP practices to be able to develop services. We would also like to develop a PPG network where key issues can be raised.

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