

Working Methods

The PPG is an open forum for discussion where all contributions, virtual or in person, are considered equally important and it works collectively to achieve common objectives. The PPG meetings are minuted, disseminated to PPG members and reviewed at the start of the next meeting. They provide a narrative of PPG activity over the year.

The PPG aims to produce an action plan, publicise it in the practice and review its progress annually. Non PPG patient views are sought additionally e.g. via questionnaires, social media and local engagement events.

Can you contribute?

The PPG strives to ensure representation from diverse patient groups representing the totality of the practice population. We promote patient involvement and encourage more patients to consider contributing to the PPG - by becoming a member, attending meetings to observe or contributing your views online. Speak to us about contributing by contacting:



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Market Street Medical Practice



Patient Participation Group

Title	Version	Author	Valid from	Reviewd	Next review	Out of use
Patient Participation Group Leaflet	1	MS	Nov 16	Nov 16	Nov 17	

What is it about?

At Market Street Medical Practice we feel passionately about listening to and engaging with our patient population.

We have run an enthusiastic and active Patient Participation Group (PPG) since 2013, whose aim is to improve communication between the practice and its patients, in order to support service improvements and better meet the needs of the practice population.

The PPG aims to:

- Work towards inclusivity & equality
- Raise/escalate important issues
- Improve patient care: quality, experience, safety
- Improve practice efficiency
- Input to local commissioning
- Promote patient empowerment

It provides evidence-based feedback to the practice about the services the practice offers and works with the surgery to improve practice services. PPG members also frequently represent the practice population at local engagement events, promoting patient empowerment, bringing practice issues to a wider audience and encouraging greater patient involvement in PPG activities.

Since 2013 the influence of the PPG has been immeasurable. As a result of their input, many positive changes have been made to the surgery and its services.

Membership, Officers and Support

The membership is open and any patient registered on the practice list is eligible to participate in PPG activity in person or virtually.

The PPG will strive to have officers drawn from the patient membership, including the Chair, but in the event of no willing volunteers, the surgery will provide officers to support PPG functioning. In the absence of a patient member Chair, there should be a patient spokesperson elected by the membership.

MSMP will provide a venue for the PPG to meet at an agreed frequency per year (currently bi-monthly), will provide admin support for PPG activity and will facilitate communication between members and the public.

Attendance

The contribution of patients to PPG activity is a valued resource and it is recognised that members give their time freely to contribute. There is no expectation for frequency of attendance or participation. Non-PPG members who wish to attend the PPG meeting as observers are welcome.

Accountability and Governance

MSMP PPG is accountable to the public, who will expect PPG members to behave with probity and to exhibit good governance.

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The Surgery has statutory responsibilities on information governance e.g. confidentiality, and has a duty of care to all patients. The Surgery will never disclose patient information to any patient or PPG member.

So our patient population can have confidence in the running, probity and governance of the PPG, all PPG members have agreed and signed up to the governance principles below. Confirmed PPG members are listed on our PPG board.

- The surgery will never disclose patient information.
- All communications issuing from the MSMP PPG have been agreed by the group and endorsed by the surgery in both manner and content. Individuals may not represent or imply representation of the PPG or surgery outside of agreed activity.
- PPG members are responsible for their own behaviour but are expected to abide by the governance principles.
- All MSMP PPG activity will be available & accessible in the public domain.

Any breach of these principles will result in an individual no longer being an approved PPG member. They will always be entitled to comment on surgery services.