**Enhanced Commissioning Framework**

**GP Practice Patient Participation Group Guidance**

**Introduction and background**

This indicator has been developed to support and encourage practices to develop strong patient groups thatprovide the patient perspective, promote health matters, improve communication and influence the development of services. Effective patient groups can also support wider participation work and link into local communities.

The scheme has historically run in Herts Valleys and is now being implemented across the Herts and west Essex ICS as part of the enhanced commissioning framework.

Appendix one provides some guidance and links for developing PPGs.

**Core contract requirement:**

* Practices must establish and maintain a group as a ‘patient participation group’ comprising some of its registered patients for the purpose of:
* Obtaining the views of patients who have attended the practice about the services delivered and
* Enabling the practice to obtain feedback from its registered patients about those services.
* Practices must make reasonable efforts during each financial year to review the membership of its patient participation group in order to ensure that the group is representative of its registered patients
* Practices must
* Engage with its patient participation group, at such frequent intervals throughout each financial year as the practice must agree with the group, with a view to obtaining feedback from the practice registered patients, in an appropriate and accessible manner which designed to encourage patient participation, about the services delivered by the practice and
* Review any feedback received about the services delivered by the practice with its participation group with a view to agreeing with that group the improvements (if any) which are to be made to those services
* The practice must make reasonable efforts to implement such improvements to the services delivered by the practice to implement such improvements to the services delivered by the practice as agreed between the practice and the patient participation group.

**Expectation of all patient groups bronze level. (Gateway level)**

1. The practice has a patient group consisting of registered patients that is either face to face or virtual or both. The practice makes reasonable efforts to ensure the group is representative (experience indicates that a reasonable number for a face-to-face group would be between 6-15 and for a virtual network a higher number may be needed to reflect the patient population).
2. The practice actively supports the patient group or network and agrees frequency and method of engagement, with clear ways of working. This should be agreed with the group, but a suggestion is at least 6 monthly.
3. Use various methods to communicate with and involve registered patients (minutes of meetings, posters, email, website and social media) and ensure website is updated with this information and how to get involved.
4. Obtain feedback from registered patients about services, review feedback with patient group or network, agree improvements and make reasonable efforts to implement.

**Expectation of established patient groups silver level (4 out of 6 criteria to be met in addition to all elements of bronze level)**

1. Identify named patient group lead in the practice (e.g. GP, practice manager, carer champion) and provide email as contact for locality and patient networks.
2. Develop both an active and engaged patient group alongside a virtual network to engage a larger number of registered patients - to work alongside each other and using reasonable efforts to ensure the group and network is representative of the practice population.
3. Practice staff member to meet regularly (minimum quarterly) with active group and communicate during this time span with virtual membership. This can include sending invitations to meetings, events and participation opportunities.
4. Work with practice group and network to arrange health information sessions and other health activities. Depending on circumstances these can be delivered virtually.
5. Consider other methods to communicate and involve registered patients (for meeting with local community groups, notices in local publications such as parish magazines)
6. Encourage patient members, by sharing invites, to take part in national, regional or local community or patient and participation networks. Consider membership of National Association of Patient Participation: [www.napp.org.uk](http://www.napp.org.uk/)

**Expectation of mature patient groups gold level (4 out of 8 criteria to be met in addition to achieving bronze and silver level)**

1. Collaborate with other patient groups in neighbouring practices, wider health system partners such as Herts and West integrated care system, health care partnerships, Primary Care Network and link in with community leaders, events and activities to undertake. This can include local forums, events or meetings.  Aim to embed the PPG within the local community.
2. Support and promote any social prescribing activity within the practice or primary care network.
3. GP Partner or contract lead to meet at least annually with the active patient group, this can be done in person or virtually.
4. Produce a patient group newsletter or joint practice publication to share through the patient network and the wider patient community.  Promote the publication on the practice website.
5. Establish a practice social media presence and use this method to raise awareness of the patient group and network, to publicise activities and to increase representation.
6. Support patients and/or practice staff members who wish to be active within a wider health or community network.   This could range from receiving and sharing emails, invitations or attending meetings.
7. Other activities such as, recruitment panels for new staff, running volunteer support services for e.g. transport, library or resource centre; helping the practice with bids to provide new services, assisting and recruiting new members at flu vaccination sessions etc. These activities should seek to support improvement in practice service delivery.
8. Membership of National Association for Patient Participation

**Assessment of achievement**

Practices will be asked to complete an annual self-assessment to the CCG/ICS of their practice patient groups to support compliance and to assist in identifying the level of achievement. It is suggested that patient group members are involved in the assessment.

**Evidence**

Suggested evidence includes:

* Actions agreed with group / network
* Notes of meetings
* Information on websites
* Group / network numbers
* Activity log
* Link with local PPG networks
* Patient group newsletter/article
* Patient group terms of reference
* Patient group annual report