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| The Elms Medical Centre Patient Participation Group |

***What is a Patient Participation Group [PPG]***

PPGs are volunteer patients that work in partnership with GPs, Practice Manager and other staff. They provide a patient's perspective to ensure that services, plans and activities respond to patient’s needs and priorities.

The PPG has its own terms of reference which has been agreed by the members

The PPG is affiliated to the National Association Patient Participation {NAPP} and a member represents the Elms at the annual meetings

A member of the PPG represents The Elm's on the Central Liverpool Primary Care Network [CLPCN] which is a collaborative group consisting of 9 GP practices across the city. The aim of this Network is to deliver benefits to Liverpool patients through a Primary Care Network to help identify priorities, to understand local needs and to promote healthy lifestyles and self care. The Lead Practice GP from The Elms for the CLPCN is Dr C Peterson.

To give a patient view a PPG member attends the monthly Strategic Meetings with GPs, Practice Managers and other health care professionals.

***Why do we need a Patient Participation Group?***

The aim of the Patient Participation Group is to give patients a voice as to how health care is delivered across the practice. A PPG Group can bring real benefits to improve and develop new services. We need to get the patients perspective and use the PPG groups more effectively, to be more confident and assertive to introduce and roll out new ideas.

***Where do we meet and how often***

The PPG meets regularly every two months, on a Wednesday from 10.00am to 11.30am. All meetings are held in the Elms Medical Centre. All PPG representatives are encouraged to attend every meeting if possible. Minutes and actions from meetings are distributed to all PPG members by email or by post if required. Admin staff takes minutes and send out relevant documentation.

There is presently no treasurer as there are no direct funds available to the PPG group

The meetings are chaired by a patient with contributions from other patients and staff

Agenda items are set by patients and the practice staff which includes welcome introductions, minutes and matters arising. Updates from previous meetings are given as well as information from the practice. Decisions that need to be made are normally reached by consensus by those present.

 At every meeting a guest speaker is invited covering issues such as;-

* Liverpool Cares. This is a community work initiative offering free social clubs in Liverpool, connecting the younger generation with older people through social clubs, technology clubs, dance classes, creative writing
* Get Well Directory
* Move Against Cancer. Promoting exercise as having enormous benefits for people living with and beyond cancer. Invitations to join a Run in Princess Park Saturdays 8.45 am.
* Reading Groups.

***How do PPGs function and how can get involved:-***

* Being a critical friend to the practice
* Promoting communication with the wider patient population and building stronger patient/doctor relationships.
* Providing feedback to the practice of current and proposed new developments.
* Act as a sounding board for practice staff on issues affecting patients eg appointments, test results.
* Advising the practice of the patient perspective by building a two way communication between practice and patient
* Help to identify priorities and local needs by supporting and doing patient surveys.
* Recruiting new members to the PPG by talking to patients in waiting rooms, send invitation letters etc. Being visible in the practice and sign posting to notice boards
* Promote healthy lifestyles and self care by sharing relevant information in newsletters, bulletins, on the notice board.
* Obtaining the views of patients who have attended the practice
* Get involved in this new and emerging Central Liverpool Primary Care Network by sharing information, promoting its aims, write action plans from minutes, communicate information with other patients
* Engage with other PPG groups to exchange ideas and good practice, to learn from each other
* Organise smaller working group to cover topical issues eg cervical cancer. Liaise and work direct with the practice to deliver innovative programmes eg Women's Health Day
* Updating the PPG Notice board in waiting area with relevant information of past meetings and actions
* Support initiatives like social prescribing, how to empower patients, supporting the practice to teach basic IT skills and accessing the practice website
* Write and give contributions for the Elms Newsletter
* Help to explore benefits and expertise of voluntary, primary and secondary services
* Ensuring resources are used more efficiently, suggest ways the practice can link in to existing services to reduce cost by supporting shared pathways with others.
* Help develop supportive networks outside the GP or nurse appointment
* Support GP practices to provide services that reflect what patients want.
* Help address the needs of hard to reach groups by encouraging people to be part of the PPG
* Advice on practical issues such as access to premises.
* Be creative and encourage different ways of doing things
* Getting involved by giving our time and expertese

***Have a voice in your practice, become a member of and be part of your PPG. The Aim is to be representative of the local community, age, gender, disability, ethnic minority, language and culture.***

***Come*** ***and join us and make a difference. Contact the practice direct at:-***

***The Elms Medical Centre***

***3 The Elms,***

***Dingle***

***Liverpool L8 3SS***

***Tel 0151 727 5555 Fax 0151 288 5016***