

Background

What is a PPG?

PPGs work with the practice to offer the patients perspective on the service it provides. A PPG is a route for patients to advise the practice on what matters most to them and to identify solutions to problems .

The PPG represents the needs of the whole practice and is made up of volunteer patients and representatives from the practice itself.

How do they work?

There is no set way in which they work, but most meet on a regular basis to discuss the services on offer and how improvements can be made for the benefit of patients. Many also involve the practice manager and a GP to ensure actions from the meeting are followed up.

Why have one?

- Patients can influence the way in which practices are run, helping bring about improvements and a better service
- Patients will be consulted about arrangements for their care before discission are made
- Patients will have a forum to suggest positive ideas and voice concerns
- GPs and staff will be able to plan services jointly with patients in order to increase their effectiveness

