



# Patient Participation Group

## Church Street Partnership



### Joining a PPG

Are you a patient at Church Street Practice and passionate about healthcare in our community?

Then we'd love you to join our Patient Participation Group (PPG) and help make a real difference.

No special training or experience is needed — just a positive attitude and a willingness to share your ideas!

### What is a PPG?

A Patient Participation Group (PPG) is a volunteer group of patients who work with their practice to improve the patient experience.

It's a place where your ideas, feedback, and insights can directly shape the way our practice runs.

The PPG may be involved in everything from enhancing our appointment system to facility improvements or healthcare initiatives to community wellness programs.

### The role of a PPG

The PPG meets regularly with our practice staff to explore how patient services can be as supportive & effective as possible.

Together, we aim to:

- **Raise patient awareness** about how our practice operates & the vital role clinicians and practice staff play
- **Support** health promotion events from healthy lifestyle workshops to diabetes awareness clinics or mental health support sessions.
- **Educate patients** on ways to improve their health & wellbeing, before they need us
- **Help patients get the best from the NHS**, with guidance on accessing services & resources
- **Elevate the patient perspective** into practice decisions & improvements





# Roles & Responsibilities



## PPG Chair

- Liaise with Practice team to set agenda & updates
- Lead & facilitate meetings ensuring members can contribute
- Ensure meetings are focused & agenda items are covered
- Ensure actions are recorded & followed up

## PPG Committee members

- Work with Chair to ensure the group runs smoothly
- Support recording and circulation of minutes & actions
- Action communication such as newsletters or posters to supporters & wider community
- Respect views of others and work to find solutions

## PPG Supporter

- Contribute to discussions with personal experience & ideas
- Commit to attending annual meeting
- Support group initiatives and action plan
- Inspire action by encouraging members to get involved

## Practice Management

- Work collaboratively with the PPG committee and supporters to promote PPG initiatives
- Act as liaison between practice & PPG
- Share practice updates, responses to questions & feedback
- Assist with communications to PPG members & patients
- Support with logistics for meetings and events

## GP Partner

- Attend meetings to represent the Partnership
- Provide clinical insight & expertise to healthcare priorities
- Advocate for the PPG within the Practice
- Show commitment to listen & act on patient feedback & ideas





## What a PPG is Not

A Patient Participation Group (PPG) is not a forum for individual complaints or personal medical issues.

Instead, it's a positive space for patients to share constructive ideas, help improve practice services, and make a real difference for everyone in our community.

While we always want to hear your individual feedback, the PPG focuses on the bigger picture by working together to shape the future of our practice for all patients.

## Get Involved

**Be part of the conversation  
and help us shape the future  
of our practice**

Email us at:

[css.managers@nhs.net](mailto:css.managers@nhs.net)

or scan the QR code to find out more



Find out more about PPGs at

 **the patients association**  
Listening to patients, speaking up for change.

