



**Londonwide LMCs**

The professional voice of London general practice

## **Engaging Patients - Why you should and how you can - 4 November 2015 - places still available**

Londonwide Events

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Why you should and how you can

Many practices still believe that forming a Patient Participation Group (PPG) is just a contractual hoop to jump through. This workshop aims to challenge this assumption and explores the benefits of patient engagement and the considerable impact of non-engagement.



4 November 2015 9:00am - 13:30pm Please note: The PM session originally advertised has been cancelled.

Londonwide LMCs, Tavistock House South, Tavistock Square, London WC1H 9LG

GPs Practice Managers CQC Registered Managers

#### Aims of the workshop

Explore the "Why" of patient engagement and show the benefits of patient engagement and the costs of non - engagement.

Demonstrate the "How" of patient engagement with practical tips and examples of how to establish a successful PPG, use the Friends and Family Test, encourage patient engagement online and generally how to promote an open and collaborative culture within your practice where patients become your allies.

Hear what patients have to say about your services and what they need from their practice.



Share examples of "best practice" in London and inspirational stories of the power of patient participation.

Book your place today

The cost (including VAT) is £85 for Londonwide practices and £100 for practices in other areas.

