



Londonwide LMCs

The professional voice of London general practice

Patient engagement survey shows patients are behind us

Our patient engagement survey reached both practice leads and members of patient participation groups (PPGs). Responses suggest that many of the current challenges faced by general practice are on the radar for patients:

63% of practice lead respondents report that the general state of general practice and the future of the NHS have recently been on their PPGs agenda.

57% of practice lead respondents say their PPG is supportive of their practice, with examples ranging from PPGs lobbying on behalf of the practice, to them helping to reduce the numbers of patients who do not attend appointments (DNAs).

There is much to celebrate in relation to the work patients and practices are doing together to sustain and develop general practice, however the barriers to active and supportive patient engagement are not underestimated by either PPG or practice lead respondents, for example 74% of practice leads who responded cite lack of patient interest in PPGs as a problem.

The survey findings set a clear agenda for the development and delivery of our patient engagement project, with practice leads prioritising opportunities to learn and to share best practice and the production of template materials for patients.

We are now working on put into action the priorities highlighted by the survey and will provide more details soon.