



# Londonwide LMCs

The professional voice of London general practice

## Key themes in the development of an active and effective patient participation group (PPG)

Responses to the recent Londonwide LMCs' patient engagement survey highlighted the broad spectrum of patient' and practice' experience of patient participation groups (PPGs). These ranged from the positive to the practical, as illustrated by the following quotes from survey respondents: 'The PPG now understands the struggles we go through and are in a better position to support the practice'; 'they [the PPG] provide the practice with market intelligence at very limited cost'.

The project has identified some key themes underpinning the development of patient participation groups (PPGs). These themes will inform the project going forward and help shape practice service delivery and the way in which we support practices under pressure. These include:

- helping practices to access existing local resources, including those provided by the third sector, to improve work between the PPG and practice staff;
- developing a shared understanding between patients and practice about the PPGs' role and purpose and together agreeing PPG actions on specified practice and patient priorities;
- widening participation by engaging patients online as well as in face to face groups.

Updates on the patient engagement project will be included in future newsletters.