



Londonwide LMCs

The professional voice of London general practice

Contractual requirements relating to PPGs

Since April 2015 it has been a contractual requirement for all practices to develop and maintain a Patient Participation Group (PPG) for the practice to obtain feedback from the practice population on services delivered by the contractor.

Practices should make reasonable efforts for the PPG to be representative of the practice patient population and should engage with the PPG in a frequency and manner agreed with the group.

Care Quality Commission (CQC) inspections require evidence that a practice encourages patient participation and acts on patient feedback.

Engagement with patients is an aspect of the CQC inspection under the Key Line of Enquiry (KLOE) called "Is this practice well led?";.