



## Quality Improvement Project: Patient Participation

Dear patients,

Over the past couple of years, and most probably due to the covid pandemic it seems that our patient participation group (PPG) has fizzled to a halt. We at the Pulteney Practice strive to work in partnership with the patients we serve and are really keen to revive the patient group to become the thriving source of energy and enthusiasm that it used to be.

It is known nationally that practices with an active PPG have highest rates of patient satisfaction, and improved scores of health and well-being. We recognise the importance of primary care in our community and want to work with you all to be as effective as we can in your lives.

Please consider putting yourself forward to be part of the Pulteney PPG Board. Applicants are warmly welcome from all walks of life, all ages, all backgrounds. The more diverse and representative the PPG is, the better. The only qualification you need to be on the Board is that you are registered at our surgery. The only skill you need is the ability to inspire others, and co-ordinate meetings.

We aim to advertise throughout July, then to informally meet applicants on Thursday 11<sup>th</sup> August to have perhaps 3-5 PPG Leaders in post by early September. The new PPG Leaders can take September to gather together their ideas, and help Pulteney Practice with a couple of specific projects. Hopefully we could organise a PPG launch event for early October where we would hope you can gather as many members as possible.

Have a look at this website which suggest how PPGs can operate

<https://www.england.nhs.uk/south/wp-content/uploads/sites/6/2016/09/ppg-guidance.pdf>

Here at Pulteney we would encourage the PPG to 'run itself' and be fully autonomous, being led by it's Board members. If you could like to apply to be a member of this board, please forward a cover letter and CV to us via email. Once the PPG is in place, how you recruit future members of your Board and organise your leadership would be up to you.

Chris Clapp with the Pulteney Partners