

## Does your practice have a PPG?

Find out by asking your practice staff or visit your practice website.

The **Croydon Patient Participation Group Network** promotes and supports the work of Croydon PPGs.

It provides opportunities for PPGs to meet and share information and good practice. It also works to influence NHS Croydon CCG, who buy most health services in Croydon, on behalf of all Croydon residents.

**Please contact the Croydon PPG network coordinator for more details:**

Anne@croydonppgnetwork@mail.com

## Want to know more about Patient Participation?

To find out more about patient participation visit the **National Association for Patient Participation** website at:

[www.napp.org.uk](http://www.napp.org.uk)

## Want to know more about getting involved with NHS Croydon Clinical Commissioning Group?

To find out more about opportunities to get involved with NHS Croydon CCG Visit our website at:

[www.croydonccg.nhs.uk](http://www.croydonccg.nhs.uk)

Or email us at:

[Getinvolved@croydonccg.nhs.uk](mailto:Getinvolved@croydonccg.nhs.uk)

**Do you know that  
YOU can make a  
difference in your  
GP practice?**



**Patient Participation Group**

## How?

By joining your practice Patient Participation Group (PPG).

PPGs enable a partnership between patients, GPs and their practices to work for high quality, responsive care and services.

## What is the role of the PPG?

PPGs can have a number of different roles including:

- Presenting the patient perspective on services in the practice.
- To provide practical support for the practice and help to implement change.
- To provide a wider patient voice to support improvements in health and care services across Croydon.

*Experience shows that successful practices and effective PPGs go hand in hand.*

## A PPG should be:

- All registered patients are members of the PPG
- Self-organised and patient led.
- Confident to constructively challenge the practice.
- Inclusive and open to all registered patients.
- Welcoming and encourage two-way dialogue .

## A PPG is not:

- A forum for individual or personal complaints.
- A time-consuming activity for



## Advantages for patients

- Improve understanding about the practice and its staff.
- Patients will have more of a say about their experiences of services.
- Patients will have an organised forum to suggest ideas and share feedback.

## Advantages for the Practice

- Practices will be able to discuss planning of services jointly with patients.
- Work more closely with the community they provide health services for.
- Have an organised forum to share ideas, and gather feedback.