



Patient Participation Group

Development Tool

December 2012

The Scottish Health Council promotes Patient Focus and Public Involvement in the NHS in Scotland. A key aspect of our role is to support and monitor how the NHS carries out its statutory duty to involve patients and the public in the planning and delivery of health services including primary care services. In order for practices to fulfil their patient involvement expectation, we can provide guidance and support to assist you in developing your Patient Participation Group.

This development tool has been created to help groups think about ways in which they can continue to contribute effectively to the work of their practice. The aim of the tool is to identify gaps within the Patient Participation Group and come up with ideas on how these gaps could be filled to result, ultimately, in a more efficient and productive group. Scottish Health Council staff can work through this tool with your group at a level of involvement which group members require.

Before completing the tool it may be useful to note the following:

Name of Patient Participation Group:	
Date of completion of tool:	
Who was involved in completing the tool:	

Some of the questions the tool asks may not be relevant for your group; don't worry if that is the case, just answer the questions you feel are appropriate to your own group. All of the questions have been influenced by feedback from Patient Participation Groups.

We hope that you will find this tool useful and we would welcome any feedback and comments you may have. We will continue to review and update this tool on a regular basis.

If you have any questions about this tool or would like help completing it, please contact your local Scottish Health Council office. You will find contact details on our website:

www.scottishhealthcouncil.org

Does our Patient Participation Group make it easy for everyone to be involved?

For example, the Patient Participation Group has:

- informed people that a group is starting, in ways that suit them
- asked people and groups about the best ways to include them in Patient Participation Group activities
- planned activities using feedback from people and groups about the best ways to involve them
- communicated its activities to members of the group and to the wider community that the practice serves, using language that everyone can understand.

We have achieved:	
We want to achieve:	
We will do this by:	

Does our Patient Participation Group meet the needs of our community?

For example, the Patient Participation Group:

- has worked in partnership with the local community to decide how the group will be run
- includes local people and groups already involved in healthcare
- has agreed upon ways to include people from seldom heard groups e.g. young people, people from ethnic minority communities etc
- has clear lines of contact between members and the practice
- involves people from all over the practice catchment area.

We have achieved:	
We want to achieve:	
We will do this by:	

Do we plan well and make sure that people are aware of their responsibilities?

For example, the Patient Participation Group has:

- a Terms of Reference or similar document setting out the purpose and aims of the group
- established a code of conduct and a working agreement which has been agreed with the practice
- access to information on relevant budgets and knows how these budgets work (where the Patient Participation Group carries out fundraising)
- developed and agreed a work plan with the practice
- reporting processes in place and responsibilities have been agreed between the practice and the Patient Participation Group.

We have achieved:	
We want to achieve:	
We will do this by:	

Does our Patient Participation Group use and develop the knowledge and skills of our members?

For example, the Patient Participation Group has:

- established the interests, skills and knowledge of Patient Participation Group members
- kept up to date with courses and similar opportunities that may be of use and interest to the group or individual members
- signposted people to relevant information and development opportunities
- made good use of the skills and knowledge of group members in the work of the Patient Participation Group.

We have achieved:	
We want to achieve:	
We will do this by:	

Do the members of our Patient Participation Group understand how our practice works and the language we use?

For example, the Patient Participation Group has:

- an induction process for new members
- a glossary of terms which is regularly updated
- a buddy/mentoring system for new members where they are teamed up with someone who has been on the Patient Participation Group for some time
- an agreement that any suggested changes to the way the practice works are discussed with the members of the Patient Participation Group in a timely manner.

We have achieved:	
We want to achieve:	
We will do this by:	

Does our Patient Participation Group understand the healthcare needs of the local communities that are served by our practice?

For example, the Patient Participation Group:

- understands the geography of the catchment area and the profile of patients using the practice, and how this impacts the practice
- has an awareness of the healthcare challenges in their local community
- gathers information on the views and needs of people and groups in their local community
- has contact with other relevant groups and networks that are active within their local community such as Public Partnership Forums
- uses Visioning Outcomes in Community Engagement (VOiCE)- see 'Useful Links' at the end of this document - to ensure that they are involving everyone they need to.

We have achieved:	
We want to achieve:	
We will do this by:	

Does our Patient Participation Group help our practice make decisions that are based on people's views?

For example, the Patient Participation Group has:

- gathered the views of the wider community on issues which affect the work of the practice
- discussed and reported their own views to inform decisions about the practice's activities
- made a positive difference to the work of the practice and this has been fed back to patients to encourage them to get involved
- raised relevant issues affecting their local communities with the practice.

We have achieved:	
We want to achieve:	
We will do this by:	

Does our Patient Participation Group have contact with other Patient Participation Groups in order to find out what works well locally and be able to discuss issues which may affect more than one practice?

For example, the Patient Participation Group has:

- become a member of a wider Patient Participation Group information exchange or forum
- shared their newsletter and examples of good practice with other Patient Participation Groups
- an awareness of the work being done by other Patient Participation Groups in their local area, NHS Board area and/or across Scotland.

We have achieved:	
We want to achieve:	
We will do this by:	

Now take some time to reflect on your answers and agree on three key priorities that you want to take forward as a group:

Consider who will take action and by when. Also consider when and how you will review progress.

<p>Action 1:</p>	
<p>Action 2:</p>	
<p>Action 3:</p>	

Useful Links

The Participation Toolkit

The Participation Toolkit, produced by the Scottish Health Council, highlights various methods of engaging with people and groups. This free resource is available from our website:

www.scottishhealthcouncil.org

Visioning Outcomes in Community Engagement (VOiCE)

This free resource can be used to plan and manage engagement activities. It is available from the Scottish Community Development Centre's website:

<http://www.scdc.org.uk/what/voice/>

Royal College of General Practitioners PG Tips

A useful collection of online information and web links compiled by P3, Patient Partnership in Practice, the patient group of the Royal College of General Practitioners:

http://www.rcgp.org.uk/college_locations/rcgp_scotland/patients_p3/make_the_connections/pg_tips.aspx

Patient and Public Involvement – A Toolkit for Doctors

Aimed at providing advice for doctors on how to involve patients in their work, this handy guide from the British Medical Association can be accessed online:

<http://bma.org.uk/about-the-bma/what-we-do/public-and-patient-information-sources>

Informing, Engaging and Consulting People in Developing Health and Community Care Services – CEL4 (2010)

This sets out the duty of the health service to involve people in the work that they do. In terms of Patient Participation Groups, section 6 is the most relevant:

http://www.sehd.scot.nhs.uk/mels/CEL2010_04.pdf

Please note that the Scottish Health Council is not responsible for updating any of the information attached to the above web links, except for the information included on our website.

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The Scottish Health Council is part of Healthcare Improvement Scotland