

PPGs provide the patient perspective by:

- Conducting patient surveys or collecting feedback in the waiting room
- Advising the practice and patients of new systems and treatments
- Sharing good practice by networking with other PPGs
- Sitting on recruitment panels for new staff, including GPs
- Lobbying to improve a whole range of health services

PPGs promote health matters by:

- Organising presentations on important health needs
- Producing a directory of self-care support groups
- Running courses within the surgery on health topics
- Raising awareness of key public health messages
- Running volunteer support services

PPGs improve communications by:

- Distributing regular newsletters
- Building two-way relationships between patients and the practice
- Promoting awareness of and access to local health services
- Developing a patient library or information resource centre
- Improving the practice leaflets and website

PPGs make stronger the relationship between patients and their practices, which is critical to the provision of modern, high-quality general practice

PPGs influence the development of services by:

- Advising on the development of new or existing practice premises
- Representing patient views on the purchase of health services
- Co-ordinating with other PPGs to improve wider healthcare delivery
- Bidding with the practice to provide new services
- Fundraising to provide services not covered by the NHS

**The
Role of
PPGs**