

Support from N.A.P.P:

N.A.P.P can provide valuable support in building meaningful partnerships with PPGs particularly by:

- Facilitating effective engagement, communication and the building of effective relationships with PPGs and their networks
- Supporting the formation, development and effective operation of PPGs in GP practices nationwide and in locality networks
- Helping commissioners and consortia access and utilise feedback from PPGs and patients
- Developing the capacity of commissioners and consortia to engage PPGs
- Developing the capacity of PPGs to engage in commissioning activities
- Helping commissioners and consortia develop effective processes to integrate feedback into all aspects of commissioning
- Accessing diverse and seldom heard perspectives across the patient population

"I am delighted by the reception I have received in discussing this agenda with N.A.P.P. at a local and national level. PPGs have helped understanding of the areas where patients feel customer service needs improvement in a supportive and mature way. They do understand the pressures on professionals but are also keen to see improvements for patients. We don't always agree but we have been able to work together as a partnership to improve the focus of local services"

**Dr Andrew Spooner. GP partner, Board member
South Cheshire commissioning group and Council
Member of the RCGP**

For further information please contact:
Stephanie Varah
Director for National Development
stephanie@varah.plus.com t:01909 540678.

For details of how to affiliate to N.A.P.P..
Tel: 01932 242350
Email: admin@napp.org.uk
or download the application form for
www.napp.org.uk



National Association for Patient Participation

**N.A.P.P.
& Patient Participation Groups (PPGs)
Supporting GP led
Commissioning**

www.napp.org.uk
Patron:- Professor Sir Denis Pereira Gray OBE
Registered Charity No. 292157

N.A.P. P.

The National Association for Patient Participation (N.A.P.P) is uniquely placed as the umbrella organisation for patient-led groups within general practices. It has over 30 years' experience and expertise in promoting, supporting and developing Patient Participation Groups (PPGs).

N.A.P.P. is a registered charity and therefore independent. Its primary aim is to improve the quality of care provided by the practice. It also has a strategic role in promoting the voices of patients through PPG's to influence and improve the quality and responsiveness of primary care services and to support effective commissioning.

PPG's also act as intermediaries with patients working closely with GP's and practice staff to promote good health, self management of care, preventive medicine and facilitating higher levels of health literacy.

Feedback from patients

PPGs, at the heart of GP practices, are uniquely placed to represent a collective unbiased view of patients' needs and priorities. PPGs collect feedback on patients' experiences at the patient/practice interface and through analysis and evaluation of patient insight data including annual GP Patient Surveys. PPGs are a barometer of the local community and provide evidence based feedback which includes:

- The needs, experiences & priorities of patients, including those seldom heard
- Intelligence on purchased services
- Feedback on whole care pathways

To ensure that PPGs reflect the diversity of the population spectrum N.A.P.P is supporting the development of 'virtual PPGs' operating through email networks to ensure that all patients, particularly those with special needs or not normally heard, have a dialogue with the PPG and practice and their perspectives are reflected.

PPG's are naturally positioned as the closest lay body to the new GP led commissioning architecture facilitating the development of early and effective relationships between GP consortia and PPG's where they exist. In many parts of the country networks of PPG's are already forming partnerships with emerging GP commissioning consortia.

PPGs supporting GP led commissioning

PPGs can support GP consortia to make informed commissioning decisions that drive up quality, ensure services are responsive and target resources more effectively. Feedback from PPGs may assist commissioners to:

- Identify current and future health and wellbeing needs
- Identify where needs are not being met
- Challenge assumptions about priorities
- Inform the design of new approaches and pathways
- Identify priorities for action
- Define problems with existing pathways of care and develop solutions
- Monitor changes in services
- Decide how savings should be spent
- Determine service specifications and improvements
- Determine the scope and level of quality indicators in contracts and agreements
- Develop business cases & commissioning plans