Essential Skills for Chairing PPGs and Engaging Patient Community Groups

Further Reading, Guidance and Resources

Guidance, Good Practice, Further Tools

- NHS England **The Facilitator's Toolkit:** Tools, techniques and tips for effective facilitation
- Public Health England - **A guide to community-centred approaches for health and wellbeing** 2015
- National Collaborating Centre for Mental Health - **Working Well Together: Evidence and Tools to Enable Co-production in Mental Health Commissioning** 2019
- Public Health England - **Health matters: community-centred approaches for health and wellbeing** 2018
- NICE guidelines - **Community engagement: improving health and wellbeing and reducing health inequalities** 2016
- Local Trust - **Place matters: How communities in England are changing** 2018
- **WCN** Wandsworth Community Network approach shared through a short film
- **NHS England** A Handy Guide to Facilitation.
- Sussex Health and Care have launched a **Changing Language Guide**: a guide to language for mental health
- **Community Tool Box**: Developing Facilitation Skills
- NHS England **Working differently together: Multidisciplinary Team Toolkit**
- NHS **Facilitating Training National Programme**
- NIHR Facilitating access to online NHS primary care services
- Kings Fund **PCNs explained**
- Kings Fund **Digital Exclusion in Health Care**

Essential Skills for Chairing PPGs and Engaging Patient Community Groups

Further Reading, Guidance and Resources

GP Contract 2025/6 what you need to know

The new GP contract brings with it stronger requirements for patient participation.

Kings Fund explains

NHS Confederation

NHS England

Health Foundation

Data and Information Sources

Health Foundation Health Inequalities

Health Foundation Evidence Hub

London Plus Data Hub

London Social Prescribing Network

Fingertips Public Health Data Site

Trust for London – London's Poverty Tracker

Value of Using Community-led Groups as a Gateway

Borough Based Local Infrastructure Providers

Each borough has an umbrella body for the voluntary, community, social enterprise and faith sectors. These can help you identify and contact groups often led for and by communities with particular characteristics.

Haringey

Barnet

Islington

Enfield

Camden

Essential Skills for Chairing PPGs and Engaging Patient Community Groups

Further Reading, Guidance and Resources

Good Practice Case Study – Enfield Turkish Community PPG

With funding from the NCL ICB Heath Inequalities Fund, distributed through the Enfield PPG Network, The Enfield Patient Participation Group Network Turkish has set up a project to encourage Turkish-speaking patients to join their GP Surgery's Patient Participation Group. The Project is having notable success and it is hoped that with continued funding the Network will extend this initiative to other groups including Albanian, Bulgarian and Somali. Further information about the Turkish project is available from: enfieldturkishppg@gmail.com

They are based at a local library every Friday providing information, help and gathering patients experiences that are then fed back to individual practices.

They have utilised a range of social media platforms, films and cultural newspapers to reach and engage their community. They have used Linktree as a platform to host all their digital links in one place. By doing this, its makes communicating and sharing information and digital content easier for everyone.

Other ICB/ICS Public Patient Involvement Mechanisms

There is currently substantial investment and activity to secure public, patient involvement. The NCL ICB lists several methods:

- Joining your local Patient Participation Group (PPG)
- Joining the Community Voices Panel
- The Conversations section of their website

Essential Skills for Chairing PPGs and Engaging Patient Community Groups

Further Reading, Guidance and Resources

- Contacting them on social media
- Healthwatch
- Community Action Research programmes
- ICS Research-Practice Network

There are two strategies that guide the ICB's public, patient engagement models.

- NCL ICB Working with our People and Communities Strategy 2022/23 to 2025/26.
- NCL ICB Working with our Voluntary, Community and Social Enterprise Sector Strategy 2022/23 to 2025/26

National Association of Patient Participation

What does a PPG Do?

Patients online programme. PPGs are encouraged to use the materials provided in the interactive Support and Resources Guide to help general practices and patients with their online booking of appointments, online ordering of repeat prescriptions, and online access to summary information held in patients' records.

The guide includes materials developed by the Royal College of General Practitioners (RCGP) such as guidance and practice tools, as well as materials for patients, frequently asked questions, regional and local support arrangements and tools for practices to use to promote the services such as posters, appointment cards and patient leaflets.

Building Better Participation

PPG Awareness Week

Essential Skills for Chairing PPGs and Engaging Patient Community Groups

Further Reading, Guidance and Resources

Digital Inclusion

There is growing recognition of the value digital services offer but equally the challenges presented. More needs to be done to consider what can be done to improve digital inclusion.

- NHS Supporting digital inclusion in general practice: 10 top tips
- NHS Inclusive digital healthcare: a framework for NHS action on digital inclusion
- NHS How we can support digital inclusion
- Good Things Foundation Mitigating risks of digital exclusion in health systems
- The Access Group Digital Inclusion in Healthcare
- The Health Foundation Digital Innovation is for Everyone – supporting digital inclusion across healthcare
- Superhighways advice, training and IT support for small charities and community groups. Many free resources and guides on this site.

Good Practice Case Study - Haringey Digital Support Service

https://www.haringeygpfederation.co.uk/digital-inclusion-service

Accessible Information Standard (AIS) - DCB1605 Accessible Information

Since 1st August 2016, all organisations that provide NHS care and/or publicly funded adult social care are legally required to follow the

Accessible Information Standard. The Standard sets out a specific, consistent approach to identifying, recording, flagging, sharing and meeting the information and communication support needs of patients, service users, carers and parents with a disability, impairment or sensory loss.

During January-March 2017 NHS England led a review of the standard to assess impact and check that it is 'fit for purpose'. Over 1,600 people had their say and a report of the review is available in a range of formats.

AIS is important as it sets a standard and the guidance provides processes that should be adhered to by GP practices and PPGs as they are both publicly funded health and social care provision.

Signhealth

Mencap

NHS Digital

CQC