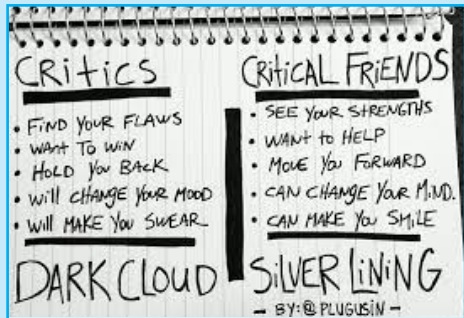


JOINING US

The membership is based on volunteering so we rely on all patients considering joining us so that SHP PPG can be as widely representative of our patient community as possible.

We are not a pressure group and rely on registered patients to make their own informed decision to join or not. We work on building improved services through positive patient involvement. However, recruitment to the PPG will be a constant element and a key focus of our profile and actions.

Members can have as much or as little direct involvement as they wish but all members signed up to our secure database will receive regular updates and monthly bulletins. All patients on the PPG database will receive invitations to all meetings, online or face to face. We will work hard to provide all registered patients with access to our group eg. exploring provision for hybrid meetings to protect more vulnerable patients.



GETTING INVOLVED

If you are interested in receiving PPG information and/or attending our meetings, please complete the form on the PPG site within SHP website:

www.solihullhealthcarepartnership.nhs.uk

or email us directly at shp.ppg@nhs.net

Our library of Bulletins and minutes of meetings are also available on the SHP website under the PPG link.



Helping to provide a better healthcare experience for everyone

PATIENT PARTICIPATION GROUP INFORMATION LEAFLET

WHO ARE WE?

Solihull Healthcare Partnership Patient Participation Group (SHP PPG) is the official advisory group made up of GP practice patients aged 16 years and over, carers of registered patients and members of the GP staff from across all the SHP sites. The aim of the group is to influence the way services are delivered by the Partnership.

The purpose of the group is to facilitate patients and the practice staff working together to share ideas to help improve the services offered by SHP.

WHAT DO WE DO?

Our group provides a forum to work with the practice on a variety of areas including;

- Reviewing patient surveys such as the 'Family and Friends' test
- Acknowledging patients' stories and views and forwarding these to SHP
- Exploring ideas and suggestions on how to improve patients' health and care experiences
- Discussing and agreeing action plans for service improvements with GP Practice staff.

- Run small projects around patients' education, health promotion, and improvements to site environments.
- Assisting in evaluating and prioritising demands on our resources, systems and services e.g. local Care Homes, refugees
- Developing and assisting with patient satisfaction questionnaires and agreeing suitable action plans to address patient concerns and build positively on their experiences
- Acting as a sounding board for future surgery plans
- Piloting new services e.g. online access; telephone messaging
- Considering specific operational issues as raised from time to time
- Acting as a forum to discuss trends in patient experiences and acting upon them for the benefit of patients.
- Acting as patient support for specific local events for the SHP community
- Keeping abreast of local, regional and national health and care developments to inform and educate the SHP patient population eg. Integrated Care Systems; Primary Care research opportunities; membership of the national association (NAPP); membership of the regional PPG Forum

The SHP Partnership works in collaboration with us, and we know this relationship will help to influence the provision of health and social care locally within the wider community.

WHAT WE DON'T DO

We are not a forum to raise personal agendas or make complaints. Complaints must be made directly to the practice to comply with the standardised NHS Complaints Procedure and be handled under a strict code of confidentiality.

If you have a complaint:

- please either speak to one of the practice team or
- contact them through their official channels of communication available on the SHP website.

We are also not a contact point for patients to individual members of SHP staff. Again, there are channels for us to use to speak to staff.