



Patient Participation Group

NEWSLETTER June 2023

Welcome to the first newsletter of our newly re-launched 3W Health Patient Participation Group (PPG). We are a small group of patients drawn from the three surgeries of 3W Health in Whitchurch, Wing and Winslow. Prior to Covid, each of the then separate Practices had their own PPGs. In 2019/20, at the time of the proposed merger of the practices, a joint group was set up but was never properly established due to Covid interruptions.

Those patients and 3W Health have agreed that the joint group should now be officially established. We have started with most of the previous PPG members, but we are hoping to interest more patients in coming forward to work with the 3W Practice and their three surgeries.

Some FAQs and answers about PPGs

What does a PPG do?

A PPG works with the practice to help improve the service for all patients. It's usually led by volunteers and supported by the practice. The GP contract says every practice should have a PPG to collect patient views and hear their feedback. Ideally the PPG should reflect the range of patients who are registered at the practice. There are no set rules about how a PPG should be run. Every PPG is different, but they often have a similar structure. A PPG can choose how it works depending on how many members it has and what it wants to do. PPGs that work well tend to be led and run by the patients and supported by the practice.

What doesn't it do?

The PPG should not, and legally cannot, deal with individual complaints. All practices, including 3W Health, have a system for handling complaints.

Face to face meetings

The number of times each PPG meets varies. Quarterly meetings are the most common, and some meet monthly. Others meet every 6 weeks, 2 months or as necessary.

A virtual PPG

A virtual PPG is a group of patients who have said that they are happy to be contacted by email or on social media. This is a good way of getting more people involved and collecting feedback. Setting up a virtual group could help to reach patients who can't attend meetings.

Who's in charge of a PPG?

The patients are, mostly led or steered by a committee. This group of patients will:

- organise and run meetings
- promote the PPG
- decide/suggest what activities the PPG could help with
- decide how to seek views from all patients and carers.

A successful committee needs to be supported by the practice. This can be the practice manager and/or a GP.

About our 3W Health PPG

Our starting group comprises members from the previous practice PPGs. It is this group who, having met on 22nd May, have relaunched our PPG and have issued this first newsletter. We are calling for more patients to come forward so that we can set up our structure and meeting arrangements. With nearly 20,000 registered patients in 3W Health, we know that there is a wealth of talent and experience available to us. We are especially interested in hearing from individuals, of all ages, who have:

- previous PPG experience,
- NHS knowledge, particularly in primary care and general practice,
- condition-specific patient support experience, e.g. Diabetes, Dementia, COPD groups, etc.
- carer experience,
- reporting, editing, and publishing skills to assist with our newsletters,
- media and technical skills to help with our multi-media communications,
- IT skills to help the PPG and 3W Health make best use of technology,
- the time and interest to play an active part in helping 3W Health staff provide the best possible care for all patients.

PLEASE – come and join us. We haven't yet decided how to structure our group. If we get sufficient numbers, we may split into smaller special interest sub-groups. We will also decide where we meet, frequency, and timings. All to be discussed.

Next Steps

We are holding an open meeting on **Monday 17th July at the 3W Health Centre in Winslow from 6.30pm to 8pm.**

3W patients from all three surgeries are invited to attend. It will be an opportunity to view the recently renovated facilities and to join in the discussion about setting up our PPG.

If you plan to attend it would be helpful to advise us so that we know the expected number of attendees. Please email with your name, and stating which surgery you are registered with to: bobicb-bucks.3whealth.ppg@nhs.net

Confidentiality

We will not share your contact details with any individual or organisation outside 3W Health