

Standard Operating Procedure (SOP)

Patient Participation Group (PPG) Engagement

Castle Medical Group Practice

Title: Patient Participation Group (PPG) Engagement

Version: 1.0

Effective Date: 5th October 2026

Review Date: 5th October 2027

Approved By: Deborah Harvey Operation Manager (interim)

1. Purpose

To establish a structured approach for engaging with the Patient Participation Group (PPG) to improve patient experience, enhance service delivery, and ensure compliance with NHS England requirements.

2. Scope

This SOP applies to all staff at Castle Medical Group involved in patient engagement and PPG activities.

3. Objectives

- Facilitate meaningful dialogue between patients and practice staff.
 - Ensure the PPG is representative of the practice population.
 - Use PPG feedback to inform service improvements and decision-making.
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4. Roles & Responsibilities

- Practice Manager: Oversees PPG engagement, ensures compliance, and supports meetings.
 - PPG Chair (Patient): Leads meetings, sets agendas with practice staff, and ensures equal participation.
 - Secretary: Records minutes, circulates action points, and manages communication.
 - GP Representative: Attends meetings as required to provide clinical input.
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5. Membership & Representation

- Open to all registered patients.
 - Actively recruit diverse members (age, ethnicity, disability, gender).
 - Use posters, website, SMS, and community outreach to promote membership.
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6. Meeting Structure

- Frequency: Minimum quarterly (face-to-face or virtual).
 - Duration: 60–90 minutes.
 - Agenda: Shared in advance; includes practice updates, patient feedback, and action planning.
 - Ground Rules: ['No discussion of individual complaints.', 'Respect confidentiality and diversity.', 'Start and finish on time.']
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7. Communication

- Dedicated PPG email address.
 - Updates via practice website, newsletters, and social media.
 - Feedback loop: Inform patients of actions taken based on PPG input.
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8. Activities

- Co-design patient surveys and review results.
 - Organise health awareness events.
 - Support digital inclusion (e.g., online services education).
 - Provide input on service changes before implementation.
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9. Monitoring & Evaluation

- Maintain attendance records and meeting minutes.
 - Review PPG impact annually (e.g., changes implemented, patient satisfaction).
 - Report outcomes to NHS England if required.
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10. Escalation

Issues beyond PPG remit (e.g., clinical complaints) follow the practice complaints procedure.

11. Templates

Agenda Template

- Welcome and Apologies
- Review of Previous Minutes
- Practice Updates
- Patient Feedback
- Discussion Items
- Action Planning
- Any Other Business
- Date of Next Meeting

Minutes Template

- Meeting Date and Time
 - Attendees
 - Apologies
 - Agenda Items Discussed
 - Decisions Made
 - Actions Agreed
 - Next Meeting Date
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12. Recruitment Poster

Join Our Patient Participation Group (PPG)

Castle Medical Group Practice is looking for patients to join our PPG.

Help shape the future of your healthcare services.

Share your views, ideas, and feedback.

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Meet quarterly with practice staff.

Open to all registered patients.

To join, contact us at: castlemedical.ppg@nhs.net

References

- NHS England Guidance on Patient Participation Groups
- General Medical Services (GMS) Contract requirements
- Practice policies on confidentiality and data protection